



## **Form 481 Certification Confirmation**

**Congratulations. Your filing has been successfully certified.**

**Filing Number: 1**

**Certification Date and Time: Wed Jun 28 15:02:19 EDT 2017**

**Filing Created By: [jfrancis@wnmt.com](mailto:jfrancis@wnmt.com)**

**SAC: 492268**

**498 ID: 143002558**

**Carrier: WESTERN NEW MEXICO**

**Program Year: 2018**

This is a system generated email.  
Please do not respond to this message.

© 1997-2015, Universal Service Administrative Company, All Rights Reserved.  
USAC | 2000 L Street NW | Suite 200 | Washington, DC 20036

**FCC Form 481 - Carrier Annual Reporting  
Data Collection Form**FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	492268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2018
<030>	Contact Name: Person USAC should contact with questions about this data	John Francis
<035>	Contact Telephone Number: Number of the person identified in data line <030>	5753882546 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	jfrancis@wnmt.com
	Form Type	54.313 and 54.422

<010>	Study Area Code	492268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	John Francis
<035>	Contact Telephone Number - Number of person identified in data line <030>	5753882546 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jfrancis@wnmt.com

<210> For the prior calendar year, were there any reportable voice service outages? No

Page 2

**(300) Unfulfilled Service Request  
Data Collection Form**

 FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

<010>	Study Area Code	492268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	John Francis
<035>	Contact Telephone Number - Number of person identified in data line <030>	5753882546 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jfrancis@wnmt.com

&lt;300&gt; Unfulfilled service request (voice)

15

310-492268nm310-1.pdf

&lt;310&gt; Detail on attempts (voice)

Name of Attached Document

&lt;320&gt; Unfulfilled service request (broadband)

56

492268nm330.pdf

&lt;330&gt; Detail on attempts (broadband)

Name of Attached Document

<010>	Study Area Code	492268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	John Francis
<035>	Contact Telephone Number - Number of person identified in data line <030>	5753882546 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jfrancis@wnmt.com
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only fixed voice	
<410>	Complaints per 1000 customers for fixed voice	0.0223
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only fixed broadband	
<440>	Complaints per 1000 customers for fixed broadband	0.0203
<450>	Complaints per 1000 customers for mobile broadband	

<010>	Study Area Code	492268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	John Francis
<035>	Contact Telephone Number - Number of person identified in data line <030>	5753882546 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jfrancis@wnmt.com
<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
492268nm510 . pdf		
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	
<515>	Certify compliance with applicable minimum service standards	

<b>(600) Functionality in Emergency Situations</b>		FCC Form 481
<b>Data Collection Form</b>		OMB Control No. 3060-0986/OMB Control No. 3060-0819
		July 2013

<010>	Study Area Code	492268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	John Francis
<035>	Contact Telephone Number - Number of person identified in data line <030>	5753882546 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jfrancis@wnmt.com
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	492268nm610.pdf





<010>	Study Area Code	492268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	John Francis
<035>	Contact Telephone Number - Number of person identified in data line <030>	5753882546 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jfrancis@wnmt.com

[illegible]

**(800) Operating Companies  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	492268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	John Francis
<035>	Contact Telephone Number - Number of person identified in data line <030>	5753882546 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jfrancis@wnmt.com
<810>	Reporting Carrier	Western New Mexico Telephone Company, Inc.
<811>	Holding Company	LICT Corporation
<812>	Operating Company	Western New Mexico Telephone Company, Inc.

[illegible]

**(900) Tribal Lands Reporting  
Data Collection Form**

 FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

<010>	Study Area Code	492268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	John Francis
<035>	Contact Telephone Number - Number of person identified in data line <030>	5753882546 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jfrancis@wnmt.com

 <900> Does the filing entity offer tribal land services? (Y/N) Yes

&lt;910&gt; Tribal Land(s) on which ETC Serves

Alamo Navajo Tribal Authority

&lt;920&gt; Tribal Government Engagement Obligation

920-492268nm920-1.pdf

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable
Yes
<div style="background-color: #cccccc; height: 15px;"></div>
Yes
Yes
Yes
Yes
Yes
Yes
Yes

**(1000) Voice and Broadband Service Rate Comparability  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	492268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	John Francis
<035>	Contact Telephone Number - Number of person identified in data line <030>	5753882546 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jfrancis@wnmt.com

<1000> Voice services rate comparability certification Yes

<1010> Attach detailed description for voice services rate comparability compliance 492268nm1010.pdf

---

Name of Attached Document

<1020> Broadband comparability certification Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau

<1030> Attach detailed description for broadband comparability compliance 492268nm1030.pdf

---

Name of Attached Document

**(1100) No Terrestrial Backhaul Reporting  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	492268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	John Francis
<035>	Contact Telephone Number - Number of person identified in data line <030>	5753882546 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jfrancis@wnmt.com

&lt;1100&gt; Certify whether terrestrial backhaul options exist (Y/N)

&lt;1130&gt; Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

**(1200) Terms and Condition for Lifeline Customers**  
**Lifeline**  
**Data Collection Form**

FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

<010>	Study Area Code	492268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	John Francis
<035>	Contact Telephone Number - Number of person identified in data line <030>	5753882546 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jfrancis@wnmt.com

492268nm1210.pdf

Name of Attached Document

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

<1220> Link to Public Website

HTTP <http://www.wnmt.com/voice/lifeline>

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

**(2005) Price Cap Carrier Additional Documentation**

FCC Form 481

**Data Collection Form**

OMB Control No. 3060-0986/OMB Control No. 3060-0819

*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

July 2013

<010>	Study Area Code	492268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	John Francis
<035>	Contact Telephone Number - Number of person identified in data line <030>	5753882546 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jfrancis@wnmt.com

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

**Incremental Connect America Phase I reporting**

- <2011> 3rd Year Certification 47 CFR §54.313(b)(1)(ii) - Note that for the July 2017 certification, this applies to Round 2 recipients of Incremental Support.
- <2022> Recipient certifies, representing year three after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.
- <2023> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year three - 54.313(b)(2)(ii). Round 2 recipients only.
- <2024A> Round 2 Recipient of Incremental Support?
- <2024B> Attach list of census blocks indicating where funding was spent in year three - 54.313(b)(2)(ii). Round 2 recipients only.
- <2025A> Round 2 Recipient of Incremental Support?
- <2025B> Attach geocoded Information for Phase I milestone reports (Round 2 for year three) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-73, paragraph 35 (May 22, 2013).
- <2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)

Name of Attached Document Listing  
Required Information

Name of Attached Document Listing  
Required Information

**(2005) Price Cap Carrier Additional Documentation**

FCC Form 481

**Data Collection Form**

OMB Control No. 3060-0986/OMB Control No. 3060-0819

*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

July 2013

**Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}**

&lt;2016&gt; Certification support used to build broadband

**Connect America Phase II Reporting {47 CFR § 54.313(e)}**

&lt;2017A&gt; Connect America Fund Phase II recipient?

&lt;2017C&gt; Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2016.

&lt;2018&gt; Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(1)(ii)(A)

Name of Attached Document Listing  
Required Information

&lt;2019&gt; Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(1)(ii)(C)



<010>	Study Area Code	492268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	John Francis
<035>	Contact Telephone Number - Number of person identified in data line <030>	5753882546 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jfrancis@wnmt.com

Select from the drop down menu or check the boxes below to note compliance with 54.313(f)(1). Privately held carriers must ensure compliance with the financial reporting requirements set forth in 47 CFR 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)		
Yes - Attach Certification			
(3010A)	Certification of Public Interest Obligations {47 CFR § 54.313(f)(1)(i)}		492268nm3010.pdf
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information	
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	No - No New Community Anchors	
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information	
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	(Yes/No)	<input type="radio"/> <input checked="" type="radio"/>
(3014)	If yes, does your company file the RUS annual report	(Yes/No)	<input type="radio"/> <input type="radio"/>
Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:			
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		<input type="checkbox"/>
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information	
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No)	<input type="radio"/> <input type="radio"/>
If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:			
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		<input type="checkbox"/>
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.		<input type="checkbox"/>
If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:			
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant		<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.		<input type="checkbox"/>
(3025)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	

**(3005) Rate Of Return Carrier Additional Documentation (Continued)**

FCC Form 481

**Data Collection Form**

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	492268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	John Francis
<035>	Contact Telephone Number - Number of person identified in data line <030>	5753882546 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jfrancis@wnmt.com

**Financial Data Summary**

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends

<010>	Study Area Code	492268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	John Francis
<035>	Contact Telephone Number - Number of person identified in data line <030>	5753882546 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jfrancis@wnmt.com

4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission’s public interest obligations. All RBE participants must provide a response to Line 4001.

**4001.** Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

**4003a.** RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

**4003b.** Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.

Name of Attached Document Listing Required Information

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

**4004a.** Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.

Name of Attached Document Listing Required Information

**4004b.** Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.

Name of Attached Document Listing Required Information

**Certification - Reporting Carrier  
Data Collection Form**

 FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

<010>	Study Area Code	492268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	John Francis
<035>	Contact Telephone Number - Number of person identified in data line <030>	5753882546 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jfrancis@wnmt.com

**TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:**

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: WESTERN NEW MEXICO	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/28/2017
Printed name of Authorized Officer: John Francis	
Title or position of Authorized Officer: Executive VP	
Telephone number of Authorized Officer: 5753882546 ext.	
Study Area Code of Reporting Carrier: 492268	Filing Due Date for this form: 07/03/2017
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**Certification - Agent / Carrier  
Data Collection Form**

 FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

<010> Study Area Code	492268
<015> Study Area Name	WESTERN NEW MEXICO
<020> Program Year	2018
<030> Contact Name - Person USAC should contact regarding this data	John Francis
<035> Contact Telephone Number - Number of person identified in data line <030>	5753882546 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	jfrancis@wnmt.com

**TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:**

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**TO BE COMPLETED BY THE AUTHORIZED AGENT:**

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	
Name of Authorized Agent Firm:	
Signature of Authorized Agent or Employee of Agent:	Date:
Name of Authorized Agent Employee:	
Title or position of Authorized Agent or Employee of Agent:	
Telephone number of Authorized Agent or Employee of Agent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

## Attachments

<b>(700) Price Offerings including Voice Rate Data</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

July 2013

<701>	Residential Local Service Charge Effective Date	1/1/2017
<702>	Single State-wide Residential Local Service Charge	18.25

[illegible]

**(710) Broadband Price Offerings  
Data Collection Form**

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	492268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	John Francis
<035>	Contact Telephone Number - Number of person identified in data line <030>	5753882546 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jfrancis@wnmt.com

<711>	<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {select}
	NM	CLIFF	39.95	0.0	39.95	1.5	0.768	999999.0	Other, No Usage Limit
	NM	CLIFF	52.95	0.0	52.95	4.0	1.0	999999.0	Other, No Usage Limit
	NM	CLIFF	64.95	0.0	64.95	6.0	1.0	999999.0	Other, No Usage Limit
	NM	CLIFF	74.95	0.0	74.95	10.0	1.0	999999.0	Other, No Usage Limit
	NM	DATIL	39.95	0.0	39.95	1.5	0.768	999999.0	Other, No Usage Limit
	NM	DATIL	52.95	0.0	52.95	4.0	1.0	999999.0	Other, No Usage Limit
	NM	DATIL	64.95	0.0	64.95	6.0	1.0	999999.0	Other, No Usage Limit
	NM	DATIL	74.95	0.0	74.95	10.0	1.0	999999.0	Other, No Usage Limit
	NM	GLENWOOD	39.95	0.0	39.95	1.5	0.768	999999.0	Other, No Usage Limit
	NM	GLENWOOD	52.95	0.0	52.95	4.0	1.0	999999.0	Other, No Usage Limit
	NM	GLENWOOD	64.95	0.0	64.95	6.0	1.0	999999.0	Other, No Usage Limit
	NM	GLENWOOD	74.95	0.0	74.95	10.0	1.0	999999.0	Other, No Usage Limit
	NM	LORDSBURG	24.65	0.0	24.65	1.5	0.768	999999.0	Other, No Usage Limit
	NM	LORDSBURG	39.95	0.0	39.95	1.5	0.768	999999.0	Other, No Usage Limit
	NM	LORDSBURG	52.95	0.0	52.95	4.0	1.0	999999.0	Other, No Usage Limit
	NM	LORDSBURG	64.95	0.0	64.95	6.0	1.0	999999.0	Other, No Usage Limit
	NM	LORDSBURG	74.95	0.0	74.95	10.0	1.0	999999.0	Other, No Usage Limit
	NM	LUNA	39.95	0.0	39.95	1.5	0.768	999999.0	Other, No Usage Limit
	NM	LUNA	52.95	0.0	52.95	4.0	1.0	999999.0	Other, No Usage Limit
	NM	LUNA	64.95	0.0	64.95	6.0	1.0	999999.0	Other, No Usage Limit
	NM	LUNA	74.95	0.0	74.95	10.0	1.0	999999.0	Other, No Usage Limit



<b>(710) Broadband Price Offerings</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<015>	Study Area Name	WESTERN NEW MEXICO
-------	-----------------	--------------------

<030>	Contact Name - Person USAC should contact regarding this data	John Francis
-------	---	--------------

<039>	Contact Email Address - Email Address of person identified in data line <030>	ifrancis@wnmt.com
-------	---	-------------------

<711>	<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {select}
	NM	MAGDALENA	39.95	0.0	39.95	1.5	0.768	999999.0	Other, No Usage Limit
	NM	MAGDALENA	52.95	0.0	52.95	4.0	1.0	999999.0	Other, No Usage Limit
	NM	MAGDALENA	64.95	0.0	64.95	6.0	1.0	999999.0	Other, No Usage Limit
	NM	MAGDALENA	74.95	0.0	74.95	10.0	1.0	999999.0	Other, No Usage Limit
	NM	MIMBRES	39.95	0.0	39.95	1.5	0.768	999999.0	Other, No Usage Limit
	NM	MIMBRES	52.95	0.0	52.95	4.0	1.0	999999.0	Other, No Usage Limit
	NM	MIMBRES	64.95	0.0	64.95	6.0	1.0	999999.0	Other, No Usage Limit
	NM	MIMBRES	74.95	0.0	74.95	10.0	1.0	999999.0	Other, No Usage Limit
	NM	QUEMADO	39.95	0.0	39.95	1.5	0.768	999999.0	Other, No Usage Limit
	NM	QUEMADO	52.95	0.0	52.95	4.0	1.0	999999.0	Other, No Usage Limit
	NM	QUEMADO	64.95	0.0	64.95	6.0	1.0	999999.0	Other, No Usage Limit
	NM	QUEMADO	74.95	0.0	74.95	10.0	1.0	999999.0	Other, No Usage Limit
	NM	RESERVE	39.95	0.0	39.95	1.5	0.768	999999.0	Other, No Usage Limit
	NM	RESERVE	52.95	0.0	52.95	4.0	1.0	999999.0	Other, No Usage Limit
	NM	RESERVE	64.95	0.0	64.95	6.0	1.0	999999.0	Other, No Usage Limit
	NM	RESERVE	74.95	0.0	74.95	10.0	1.0	999999.0	Other, No Usage Limit

**(800) Operating Companies****Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	492268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	John Francis
<035>	Contact Telephone Number - Number of person identified in data line <030>	5753882546 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jfrancis@wnmt.com

<810>	Reporting Carrier	Western New Mexico Telephone Company, Inc.
<811>	Holding Company	LICT Corporation
<812>	Operating Company	Western New Mexico Telephone Company, Inc.

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Bretton Woods Telephone Company, Inc.	120038	Bretton Woods, World Surfer
	Upper Peninsula Telephone Company	310732	Michigan Broadband Services, UPTC, MCBC, Alphacomm.net
	Michigan Central Broadband Company	310785	Michigan Broadband Services, MCBC, Alphacomm.net
	Belmont Telephone Company	330847	Belmont, LaGrant Connections, LLC
	Cuba City Telephone Exchange Company	330872	Cuba City, LaGrant Connections, LLC
	Central Scott Telephone Company	351125	Central Scott
	CST Communications, Inc.	359032	CST Communications, iWireless
	Dixon Acquisition LLC	351150	Central Scott, Dixon Telephone Company
	Haviland Telephone Company, Inc.	411780	Haviland, Giant Communications, Inc.
	J. B. N. Telephone Company, Inc.	411785	J.B.N., Giant Communications, Inc.
	Western New Mexico Telephone Co., Inc.	492268	WNM Communications
	Central Utah Tel Inc.	502277	Centracom, CentraCom Interactive
	Skyline Telecom	502283	Centracom, CentraCom Interactive
	Bear Lake Comm	503032	Centracom, CentraCom Interactive
	Cal-Ore Telephone Company	542311	Cal-Ore
	Giant Communications, Inc.		Giant
	Alpha Enterprises Limited, Inc.		Alphacomm.net
	World Surfer, Inc.		World Surfer
	INTERCOMMUNITY TELEPHONE COMPANY	381616	InterCommunity
	Valley Communications, Inc.		Valley
	Central Telcom Services, LLC		Centracom, CentraCom Interactive
	LaGrant Connections, LLC		LaGrant Connections, LLC
	WNM Communications Corporation		WNM Communications

(800) Operating Companies	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	492268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	John Francis
<035>	Contact Telephone Number - Number of person identified in data line <030>	5753882546 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jfrancis@wnmt.com
<810>	Reporting Carrier	Western New Mexico Telephone Company, Inc.
<811>	Holding Company	LICT Corporation
<812>	Operating Company	Western New Mexico Telephone Company, Inc.

[illegible]

**Western New Mexico Telephone Company, Inc.**  
**Line 310 – Unfulfilled Voice Telephony Service Requests Resolution**

As required in 47 C.F.R. § 54.313(a)(3), the following provides the detailed description of how the Company attempted to provide service to potential customers whose initial requests for service were unfulfilled in 2016 in the service area in which the Company is designated as an ETC for facilities that the Company owns, operates, leases, or otherwise utilizes.

**UNFULFILLED VOICE SERVICE REQUESTS** – The Company had 15 unfulfilled voice service requests as of December 31, 2016 which generally fit into the following categories:

- A. Ten (10) unfulfilled requests were due to customer related delays that included pending receipt of customer easement, customer premises not ready, pending deposit, and unable to contact customer.
- B. Four (4) unfulfilled requests were associated with completion of one project that was in progress.
- C. One (1) unfulfilled request was due to project to replace customer drop.

**GENERAL PROCESS:** The first step in the process of providing service is to have the Company's technical staff determine if current facilities exist to the customer location. Based on the analysis, once it is determined that facilities do not currently exist, a route feasibility analysis is prepared including an estimate of what facilities would be required and the cost to build to the customer. If the cost to build to the customer exceeds the amount defined in tariff or the company's reasonable request calculation, an Aid to Construction quotation is prepared quantifying the amount to be paid by the customer, an Aid to Construction proposal document is prepared and submitted to the customer to determine if the Customer is willing to pay the portion of the costs, as defined by the tariff. Upon the customer's acceptance of the Aid to Construction Charges the company proceeds by finalizing engineering and applying all the appropriate permit(s), rights-of-way, etc. If the customer does not agree to the quoted Aid to Construction Charges, the customer is informed that the service cannot be installed at this time.

**DELAYS DUE TO PERMITS:** In some cases, service installations become delayed due to permit(s) that are required to install the new facilities. The Company works with a myriad of government agencies and cannot install new facilities absent the appropriate government permit(s). In those cases, the Company informs the customer that we are awaiting permit(s) and that the facilities will be installed once the appropriate permit(s) are obtained. In some cases, the governmental agencies have taken multiple years to approve permit(s).

It is important to note the Company's territory is extremely rural. In areas where the Company does not own facilities, it is not possible to lease facilities from other companies since there are no other service providers in those extremely remote areas.

**Western New Mexico Telephone Company, Inc.**  
**Line 330 – Unfulfilled Broadband Service Requests Resolution**

As required in 47 C.F.R. § 54.313(a)(3), the following provides the detailed description of how the Company attempted to provide service to potential customers whose initial requests for service were unfulfilled in 2016 in the service area in which the Company is designated as an ETC for facilities that the Company owns, operates, leases, or otherwise utilizes.

**UNFULFILLED BROADBAND SERVICE REQUESTS** – The Company had fifty-six (56) unfilled broadband service requests as of December 31, 2016 which generally fit into the following categories:

- A. Forty-two (42) customer requested locations were beyond the reach limitations associated with copper loops and ADSL technologies.
- B. Two (2) customer requests are at locations that are restricted due to bandwidth constraints resulting from outside plant infrastructure limitations.
- C. Four (4) pending construction project completion.
- D. Eight (8) customer requests were unfilled due to customer related delays.

**GENERAL PROCESS:** The first step in the process of providing service was to have the Company's technical staff determine if current facilities exist to the customer location that are capable of providing broadband service and what the maximum broadband speed that could be provided. The Company has extremely long loops in some of the most rural portions of our territory and broadband speed is extremely distance sensitive.

Based on the analysis once it was determined that facilities do not currently exist or that the distance is too great to provide broadband, a route upgrade feasibility analysis is prepared including an estimate of what facilities would be needed and the cost to build to the customer. This analysis includes a reasonable request calculation to determine if Aid-to-Construction charges are applicable.

**DELAYS DUE TO PERMITS:** In some cases, service installations become delayed due to permit(s) that are required to install the new facilities. The Company works with a myriad of government agencies and cannot install new facilities absent the appropriate government permit(s). In those cases, the Company informs the customer that we are awaiting permit(s) and that the facilities will be installed once the appropriate permit(s) are obtained. In some cases, the governmental agency has taken multiple years to approve permit(s).

Please note that since the Company's territory is extremely rural, in areas where the Company does not own facilities, it is not possible to lease facilities from other companies since there are no other service providers in those extremely remote areas.

**Western New Mexico Telephone Company, Inc.**

**Line 510 - Compliance with Service Quality Standards and Consumer Protection**

As required in 47 C.F.R. § 54.313(a)(5) for High-cost Recipients, the following is a detailed description of how the Company complies with Service Quality Standards and Consumer Protection Rules.

**SERVICE QUALITY STANDARDS:** While as an incumbent rural telecommunications carrier in the state of New Mexico, the Company is exempted from the State Commission's requirements for service quality shown on Exhibit A. The Company has established internal quality of service goals that are generally consistent with New Mexico Public Regulation Commission 17.11.22 used for large and midsized telecommunications carriers. As such, the Company believes it is in compliance with industry service quality standards.

**CONSUMER PROTECTION RULES:**

The Company developed and implemented a Customer Proprietary Network Information ("CPNI") Compliance Manual and has appointed a CPNI Compliance Officer. Annually, the Company requires all employees to certify that they have reviewed and understand the CPNI Compliance Manual and that they understand that any violation of the Company's CPNI procedures may result in disciplinary action up to and including dismissal. The Company files an annual report with the Federal Communications Commission ("FCC") certifying compliance with the FCC's CPNI rules.

The Company also developed and implemented an Identity Theft Prevention Program Manual and has appointed a Red Flag Coordinator. Annually, the Company requires all employees certify that they have reviewed and understand the Identity Theft Prevention Program Manual. Further, employees must certify that they understand that any violation of the Company's identity theft prevention procedures may result in disciplinary action up to and including dismissal.

**TITLE 17            PUBLIC UTILITIES AND UTILITY SERVICES**  
**CHAPTER 11       TELECOMMUNICATIONS**  
**PART 22           QUALITY OF SERVICE**

**17.11.22.1           ISSUING AGENCY:** New Mexico Public Regulation Commission.

[17.11.22.1 NMAC - Rp, 17.11.22.1 NMAC, 2-1-06]

**17.11.22.2           SCOPE:** This rule applies to all local exchange carriers, except incumbent rural telecommunications carriers, authorized by the commission to provide retail telecommunications services in New Mexico, except that 17.11.22.18 NMAC applies to all carriers offering operator assistance in New Mexico.

**A.**            Where the commission has approved an alternative form of regulation plan for an ILEC, and a provision in the approved plan is inconsistent with a provision in this rule, the provision in the approved plan shall apply.

**B.**            Where the commission has approved an alternative form of regulation plan for an ILEC, and the approved plan is silent with respect to the subject matter of a provision in this rule, the provision in this rule shall apply.

[17.11.22.2 NMAC - Rp, 17.11.22.2 NMAC, 2-1-06]

**17.11.22.3           STATUTORY AUTHORITY:** NMSA 1978 Sections 8-8-4, 8-8-15, 63-9A-8.2, 63-9B-4, and 63-9B-6.

[17.11.22.3 NMAC - Rp, 17.11.22.3 NMAC, 2-1-06]

**17.11.22.4           DURATION:** Permanent.

[17.11.22.4 NMAC - Rp, 17.11.22.4 NMAC, 2-1-06]

**17.11.22.5           EFFECTIVE DATE:** February 1, 2006, unless a later date is cited at the end of a section.

[17.11.22.5 NMAC - Rp, 17.11.22.5 NMAC, 2-1-06]

**17.11.22.6           OBJECTIVE:** The purpose of this rule is to establish standards, procedures, reporting requirements, penalties, and customer credits to ensure that carriers provide telecommunications services to retail customers at an adequate quality of service level and in a manner consistent with the promotion of universal service.

[17.11.22.6 NMAC - Rp, 17.11.22.6 NMAC, 2-1-06]

**17.11.22.7           DEFINITIONS:** As used in this rule:

**A.            access line** means a dial tone line that provides local exchange service from a carrier's switching equipment to a point of termination at the customer's network interface;

**B.            answer** means a company representative is ready to assist the customer or is ready to accept information necessary to process the call;

**C.            basic local exchange service** means the customer's voice grade access to the public switched network, dual tone multifrequency (DTMF) signaling or its functional equivalent, and access to emergency services (911 and E-911), operator services, toll services, directory assistance, and toll blocking services for qualifying low income customers;

**D.            busy hour** means the uninterrupted period of sixty (60) minutes during the day when traffic is at a maximum;

**E.            carrier** means any person that furnishes telecommunications service to the public subject to the jurisdiction of the commission, regardless of the facilities used and regardless of whether the person relies in part or entirely on another carrier's facilities;

**F.            circumstances beyond the reasonable control of an ILEC** means delays caused by:

**(1)** a vendor in the delivery of necessary equipment or supplies, where the ILEC has made a timely order of the equipment or supplies;



(2) local or tribal government entities in approving easements or access to rights-of-way, where the ILEC has made a timely application for such approval;

(3) the customer;

(4) negligent or willful misconduct by third parties not in privity with the ILEC; or

(5) force majeure (meaning causes which are outside the control of the ILEC and could not be avoided by the exercise of due care, including but not limited to terrorism, explosions, fires, floods, severe storms, epidemics, civil unrest, wars, injunctions, strikes, work stoppages, and other emergencies and catastrophes);

**G. competitive local exchange carrier (CLEC)** means a carrier that provides competitive local exchange service in its service area and is not an ILEC;

**H. customer** means any person that has applied for or is currently receiving telecommunications services;

**I. designed services** means the provisioning of regulated circuits requiring treatment, equipment, or engineering design purchased from an ILEC's tariff or on an individual contract basis, including but not limited to analog private line services, DDS, DS-1 (including channelized), DS-3, ISDN-BRI, and special assemblies, where all facilities and equipment provided are physically located in the state of New Mexico;

**J. discretionary services** means voice mail, caller ID, caller name ID, call waiting, 3-way calling, call forwarding, call return, call blocker, and auto redial, and any similar service sold as an add-on to a customer's basic local exchange service;

**K. end office switch** means a switch to which a telephone subscriber is connected; frequently referred to as a class 5 office, it is the last central office before the subscribers (sic) phone equipment and is the switch that actually delivers dial tone to the subscriber;

**L. facilities-based CLEC** means a CLEC providing local exchange service that relies predominantly on its own facilities, including switching equipment, to route calls for at least twenty-five (25) percent of the local exchange access lines it serves;

**M. held order** means any order for telecommunications service that is not filled within the time frames set forth in 17.11.22.14 NMAC or within fifteen (15) calendar days of the time frames set forth in 17.11.22.12;

**N. high density zone** means all wire centers that the ILEC has classified within its lowest cost density pricing zone pursuant to 47 C.F.R. Section 69.123;

**O. incumbent local exchange carrier (ILEC)** means a person, or an affiliate of a person, that was authorized to provide local exchange service in New Mexico on February 8, 1996, or a successor or assignee of the person or affiliate; a carrier will also be treated as an ILEC if the federal communications commission determines that such provider (or class or category of carrier) shall be treated as an ILEC pursuant to 47 U.S.C; Section 251(h)(2) but does not include an incumbent rural telecommunications carrier;

**P. incumbent rural telecommunication carrier (IRTC)** has the meaning given in NMSA 1978 Section 63-9H-3;

**Q. installation commitment** means a date pledged by a LEC to provide basic local exchange service or designed services to a customer;

**R. local exchange carrier (LEC)** includes incumbent local exchange carriers and competitive local exchange carriers;

**S. low density zone** means all wire centers that the ILEC has classified within any zone other than the lowest cost density pricing zone pursuant to 47 C.F.R. Section 69.123;

**T. primary local exchange line** means the first exchange access line installed by a LEC to serve a customer at the customer's premises, as distinct from additional lines that may be ordered at the same or a subsequent time at the same premises;

**U. repeat trouble report** means a trouble report received within thirty (30) days of a closed trouble report on the same line regarding the same trouble;

**V. tandem switch** (local, access, or toll) means an intermediary switch or connection other than the end office switch between an originating call location and the final destination of a call; it serves to connect end office switches without the need for direct interoffice trunking;

**W. trouble report** means notification of trouble or perceived trouble by a subscriber, third party, or employee acting on behalf of a subscriber to a LEC's repair office; it shall include troubles reported on access lines by the LEC's own retail customers and the retail customers of LECs that purchase wholesale

services from the LEC but shall not include troubles associated with customers' unfamiliarity with new features or customer premises equipment, or extraordinary or abnormal conditions of operation;

**X. wire center** means a facility where local exchange access lines converge and are connected to a switching device which provides access to the public switched network, and includes remote switching units and host switching units.

[17.11.22.7 NMAC - Rp, 17.11.22.7 NMAC, 2-1-06]

**17.11.22.8 REPORTING REQUIREMENTS FOR ILECS:** Unless otherwise specified, an ILEC shall provide data both by wire center listed alphabetically by name, and on a statewide average basis. An ILEC shall submit all reports to the commission in printed and electronic spreadsheet format. An ILEC shall file separate reports for nondesigned and designed services for the categories specified in subsections A through F. An ILEC shall file reports quarterly, except for held order reports, which shall be filed monthly, but shall compile data on a monthly basis. Reports shall be filed with the commission within thirty (30) days of the period covered by the report.

**A. Trouble reports.** An ILEC shall maintain an accurate and complete record of all trouble reports, categorized as out-of-service trouble reports or all other trouble reports, and shall note the wire center associated with each trouble report. Trouble reports received after 4:00 p.m. Monday through Friday shall be deemed received at 8:00 a.m. the following business day. Each ILEC shall report the number of trouble reports in each category received at each wire center and the number of access lines in service at each wire center.

**B. Trouble report rate.** An ILEC shall report the trouble report rate for out-of-service and all other trouble reports for each wire center (number of trouble reports per hundred access lines per wire center) and, where applicable, the reason a wire center exceeded the trouble report rate.

**C. Trouble reports cleared.** An ILEC shall report the percentage of out-of-service and all other trouble reports cleared by each wire center within twenty-four (24) hours, and the average repair interval for out-of-service trouble reports.

**D. Repeat trouble report rate.** An ILEC shall report the repeat trouble report rate for out-of-service and all other trouble reports for each wire center (number of repeat trouble reports per hundred access lines per wire center) and, where applicable, the reason a wire center exceeded the applicable repeat trouble report rate.

**E. Installation of primary local exchange lines within established time frames.** An ILEC shall calculate and report by wire center the percentage of orders for primary local exchange lines installed within the time frames established in 17.11.22.12 NMAC, excluding installations not completed due to circumstances beyond the reasonable control of the ILEC or for which a waiver or variance has been granted.

**F. Average repair interval.** An ILEC shall report, by wire center, the average interval for repairing service.

**G. Held orders.**

**(1) Non-designed services.** An ILEC shall report, by wire center and on a statewide average basis, the number of held orders for non-designed services in each of the following categories, and shall, upon request of the commission, provide an explanation for the level of held orders in any particular category. For primary local exchange lines, an ILEC shall also report the number of held orders as a percentage of the total switched access lines in service each month:

- (a) total;
- (b) business customers;
- (c) residence customers;
- (d) primary local exchange lines;
- (e) additional lines;
- (f) orders held for 15-30 days;
- (g) orders held 31-90 days;
- (h) orders held 91-180 days;
- (i) orders held over 180 days;
- (j) orders for which waiver petitions are pending or have been granted; and
- (k) orders cancelled by the customer.

**(2) Designed services.** An ILEC shall report the number of held orders for designed services in each of the following categories and shall, upon request of the commission, provide an explanation for the level of held orders in any particular category:

- (a) wire center;
- (b) orders held for 15-30 days;
- (c) orders held for 31-90 days;
- (d) orders held for 91-180 days;
- (e) orders held for over 180 days;
- (f) orders for which waiver petitions are pending or have been granted; and
- (g) orders cancelled by the customer.

**H. Business office and repair office answer time.** An ILEC shall report separately for its business office and its repair office the percentage of calls answered within the time frames specified in 17.11.22.20 NMAC.

**I. Carrier profile.** No later than March 1 of each year, ILECs shall also report the following information to the commission, based on its operations as of December 31 of the previous year:

- (1) total number of switched access lines in service;
- (2) total number of residence switched access lines in service;
- (3) total number of business switched access lines in service; and
- (4) total number of orders received.

[17.11.22.8 NMAC - Rp, 17.11.22.8 NMAC, 2-1-06]

#### **17.11.22.9 OUTAGES:**

**A.** A LEC shall report outages affecting more than one thousand five hundred (1500) customers and lasting longer than thirty (30) minutes to the consumer relations division of the commission by telephone, facsimile, e-mail, or in person within ninety (90) minutes of the onset of the outage, or, for outages not occurring during business hours, at the start of the next business day.

**B.** A LEC shall submit a subsequent written report stating the location, duration, number of customers affected, cause and corrective action taken. Both the initial and subsequent outage reports shall state whether 911 circuits were affected.

**C.** A LEC shall file on a quarterly basis a record of each outage in the preceding three (3) months for which the LEC was unable to provide emergency service and an explanation of why emergency service was unavailable.

[17.11.22.9 NMAC - Rp, 17.11.22.9 NMAC, 2-1-06]

#### **17.11.22.10 PROVISION OF SERVICE DURING MAINTENANCE OR EMERGENCIES:**

**A. Emergency procedures.** Each ILEC and facilities-based CLEC shall establish, and instruct its employees regarding, procedures for preventing or mitigating interruption to or impairment of telecommunications service in emergencies resulting from power failures, sudden and prolonged increases in traffic, illness of operators, or force majeure. ILECs and facilities-based CLECs shall file written plans detailing their emergency procedures with the telecommunications bureau of the commission no later than sixty (60) days after certification by the commission. Any changes to the plan shall be filed with the telecommunications bureau of the commission within thirty (30) days of the change.

**B. Reserve power requirements.** ILECs and facilities-based CLECs shall maintain in each local wire center, toll switching office, and tandem switching office a minimum of four (4) hours of battery reserve rated for peak traffic load requirements and shall:

- (1) install a permanent auxiliary power unit in toll and tandem switching offices and in wire centers serving 10,000 or more access lines;
- (2) have available a mobile power unit which normally can be delivered and connected within four (4) hours or the time limit of the available battery reserve for wire centers serving fewer than 10,000 lines.

**C. Maintenance scheduling.** ILECs and facilities-based CLECs shall schedule maintenance requiring extended service interruptions when it will cause minimal inconvenience to customers. To the extent possible, ILECs and facilities-based CLECs shall notify customers in advance of extended service interruptions. Based upon their prior experience, ILECs and facilities-based CLECs shall make emergency

service available in any area that may experience service interruptions affecting 1,000 or more access lines and lasting more than four (4) hours between the hours of 8:00 a.m. to 10:00 p.m. If an ILEC or facilities-based CLEC cannot provide emergency service, it shall file a report of the service interruption with the telecommunications bureau of the commission.

**D. Loss of switch plan.** Each ILEC and facilities-based CLEC shall develop a contingency plan to prevent or minimize service interruptions due to the loss of a wire center switch that serves more than 10,000 access lines or is the toll or tandem switching office for 10,000 access lines. The plan shall describe the actions and systems installed to prevent or minimize the probability of such an occurrence as well as the actions and systems available to minimize the extent of any incurred service interruption. ILECs and facilities-based CLECs shall file the plans with the telecommunications bureau of the commission no later than sixty (60) days after certification by the commission. Any changes to the plan shall be filed with the telecommunications bureau within thirty (30) days of the change.

[17.11.22.10 NMAC - Rp, 17.11.22.10 NMAC, 2-1-06]

**17.11.22.11 ACCESS TO AND AUDIT OF DATA:** Unless otherwise authorized by the commission, a LEC shall make all records required by this rule available to the commission, staff, or its authorized representatives at any time upon reasonable notice. A LEC shall make customer proprietary network information available to the commission to the extent allowed by law. A LEC shall retain records of reports, measurements, summaries, and backup information for at least two (2) years. The commission or staff may periodically audit a LEC's quality of service data.

[17.11.22.11 NMAC - Rp, 17.11.22.11 NMAC, 2-1-06]

**17.11.22.12 INSTALLATION OF BASIC LOCAL EXCHANGE SERVICE:**

**A. Order tracking.** At the time of each service order, a LEC shall provide to each applicant for basic local exchange service a unique indicator that will permit an applicant to track and verify the order.

**B. Premises within 1000 feet of distribution terminal.**

(1) Whenever an ILEC receives an application for installation of a primary local exchange line for a premises that is within 1000 feet of a distribution terminal, the ILEC shall provision service within five (5) business days of receipt of the service request, or by such later date as the customer may request.

(2) When an ILEC cannot fill an order for a primary local exchange line within ten (10) business days of receipt of the order, it shall provide written notice to the customer noting the date of the service order and stating the expected installation date and the reason for the delay. This notice must be postmarked within ten (10) business days of the date the service order is received by the ILEC. The ILEC shall promptly notify the customer of any changes in the expected installation date.

**C. Premises 1000 feet or more from distribution terminal.** Whenever an ILEC receives an application for installation of a primary local exchange line for a premises that is 1000 feet or more from a distribution terminal, the ILEC shall provision service within thirty (30) business days of receipt of the service request, or by such later date as the customer may request, unless installation cannot be completed due to circumstances beyond the reasonable control of the ILEC.

**D. Line extension policy.** Each ILEC shall file its line extension policy for commission review and approval by March 1, 2001 and shall file any subsequent material changes to the policy for commission review and approval in accordance with commission procedures for tariff changes.

[17.11.22.12 NMAC - Rp, 17.11.22.12 NMAC, 2-1-06]

**17.11.22.13 ALTERNATIVE SERVICE:** An ILEC shall provide alternative service to a customer whose order is held, unless the customer was the cause of the delay.

**A.** Where wireless phone service or equivalent service is available, an ILEC shall offer to pay for the customer to receive such service.

(1) The ILEC shall cover all nonrecurring charges, including charges for the wireless handset, all monthly recurring charges, and unlimited local calling until the ILEC completes the service request. The ILEC may supply the customer with a wireless handset and a prearranged service plan or a voucher to obtain the same from a third party.

(2) The customer shall be responsible for paying roaming and long distance charges.

**B.** Where wireless phone service or equivalent service is not available, the ILEC shall offer the customer free of charge a telephone number, a listing, and the customer's choice of either:

- (1) free remote call forwarding of that number until service is provided; or
- (2) a free voice mailbox to which the customer's calls may be directed until service is provided.

[17.11.22.13 NMAC - Rp, 17.11.22.13 NMAC, 2-1-06]

**17.11.22.14 INSTALLATION OF DESIGNED SERVICES:**

**A. Confirmation of service order.** Within three (3) business days of receipt of a customer's order for designed services, an ILEC shall notify the customer of the proposed installation date and the customer's remedies for the ILEC's failure to meet the proposed installation date.

**B. Held order standard.** An ILEC shall complete eighty-five (85) percent of installations for designed services in accordance with the installation intervals set forth in subsections C and D of this section.

**C. Installation interval – facilities available.** Where facilities exist, the installation interval shall be ten (10) business days.

**D. Installation interval – new facilities required.** Where new facilities are needed to provide designed service, the ILEC shall install the service within forty-five (45) calendar days, unless the customer requests a later date. If the order is not completed within forty-five (45) calendar days or the later date requested by the customer, the customer shall receive a credit of the nonrecurring charge except when the ILEC can establish that delay was caused by circumstances beyond its reasonable control.

- (1) When the delay is caused by circumstances beyond the ILEC's reasonable control and the commission has granted a waiver of the held order standard pursuant to 17.11.22.25 NMAC, the period of delay shall be added to the time period allowed for installation of the service.
- (2) An ILEC shall report any case in which it claims the delay is caused by circumstances beyond the reasonable control of the ILEC to the affected customer who shall have the right to challenge the exception.

**E. Credits for failure to comply with installation interval.** The following credits shall apply when an ILEC fails to meet designed services installation intervals during the preceding calendar year.

% installed within installation interval	Amount per day late to be credited to customer for failure to meet held order standard
85% to 100%	no credit applies
75% to 84%	\$ 200
65% to 74%	\$ 500
55% to 64%	\$1,000
45% to 54%	\$1,500
35% to 44%	\$3,000
0 to 34%	\$5,000

**F. Calculation and payment of credits.** By February 1 of each year, beginning in 2002, the ILEC shall submit a report showing its calculation of the credits specified in subsection E of this section, and shall, no later than March 15 of that year, apply the appropriate credit to the bill of each customer who experienced a held order during the prior calendar year. If the customer is no longer a customer of record as of the date the credit is issued, the ILEC shall mail payment to the former customer.

[17.11.22.14 NMAC - Rp, 17.11.22.14 NMAC, 2-1-06]

**17.11.22.15 OUT-OF-SERVICE CREDITS FOR DESIGNED SERVICES:**

**A.** When service is out for the designated time period, then unless the customer caused the out-of-service condition, an ILEC shall credit the stated amount to the customer's account, unless otherwise determined by customer contract.

Period out of service, in clock hours, whether continuous or discontinuous	Credit for DS-1 services	Credit for DS-3 services	Credit for ISDN-BRI services
Less than 4 hours in a 12 hour period	no credit	no credit	no credit
4 to 8 hours in a 24 hour period	\$120	\$1000	no credit
8 to 16 hours in a 36 hour period	\$210	\$2100	no credit
16 to 24 hours in a 48 hour period	\$240	\$2400	no credit
24 to 48 hours in a 60 hour period	\$300	\$3000	\$10 per day
More than 48 hours in a 72 hour period	The greater of \$420 or 100% of the total monthly recurring charge	The greater of \$4000 or 100% of the total monthly recurring charge	\$10 per day

**B.** Whenever an ILEC fails to repair an out-of-service condition for DS-1 or DS-3 service within twenty-four (24) clock hours of notification, it shall credit the pro rata cost of the circuit and trunks to the customer's account.

[17.11.22.15 NMAC - Rp, 17.11.22.15 NMAC, 2-1-06]

#### **17.11.22.16 DIRECTORY ASSISTANCE AND INTERCEPT:**

**A.** An ILEC shall list basic local exchange service customers (except those customers requesting otherwise) in the directory assistance database within twenty-four (24) hours of service connection, except during times of regular maintenance, in which case the listing shall occur within forty-eight (48) hours of service connection.

**B.** If an ILEC makes an error in the listed number or name of any customer, then until a new directory is published, the ILEC shall make, at no charge to the customer, whatever special arrangements are necessary and reasonable to ensure that calling parties are able to reach the customer whose listed number or name is in error.

**C.** If an ILEC makes an error in the number, name or address of any listing of any customer, the ILEC shall place the customer's correct name, address and telephone number in the files of the directory assistance and intercept operators within seventy-two (72) hours of confirmation of the error.

**D.** When a customer's telephone number is changed at the request of the customer after a directory is published, the LEC shall provide intercept service for all calls to the former number for the lesser of sixty (60) days or until a new directory is issued. If the change is made at the initiative of the LEC, the LEC shall provide intercept service for the former number at no charge to the customer for the greater of sixty (60) days or the remaining life of the current directory. The LEC shall provide the correct number to its information operator within twenty-four (24) hours of the number change (except during times of regular maintenance, in which the case the listing shall occur within forty-eight (48) hours of service connection) or send it to the carrier providing information operator service within twenty-four (24) hours if the local exchange carrier does not provide its own service. The LEC's intercept recording shall state how the caller can obtain the new number.

[17.11.22.16 NMAC - Rp, 17.11.22.16 NMAC, 2-1-06]

#### **17.11.22.17 NETWORK CALL COMPLETION REQUIREMENTS FOR DIRECT DIALED CALLS:**

**A.** An ILEC shall maintain sufficient wire center and interoffice channel capacity and any other necessary facilities to meet the following minimum requirements during any normal busy hour:

(1) dial tone within three (3) seconds for ninety-eight (98) percent of call attempts on the switched network;

(2) correct termination of ninety-eight (98) percent of properly dialed intraoffice or interoffice calls within an extended service area; and

(3) correct termination of ninety-eight (98) percent of properly dialed intraLATA calls when the call is routed entirely over the network of the ILEC.

B. Unless otherwise authorized by the commission, a carrier providing toll service shall maintain sufficient switching and network channel capacity and any other necessary facilities so that ninety-eight (98) percent of properly dialed intrastate toll calls are correctly terminated.

C. An ILEC shall terminate a properly dialed call in one of the following ways:

(1) the calling party shall receive an indication of ringing and a ringing signal shall be delivered to the station location of the called party; if the called party answers, a connection shall be established between the calling and called parties;

(2) if the called number is busy, the calling party shall receive a busy signal, unless the called party has subscribed to a voice messaging, call forwarding, or call waiting service;

(3) if the ILEC cannot establish a connection between the calling and called parties, the calling party shall receive an announcement or an appropriate overflow signal that is different than a called party busy signal; a call terminated in this way shall not be considered correctly terminated for purposes of calculating the percentage of correctly terminated calls required by subsections A and B of this section;

(4) if a call is made to a non-working code or inoperative customer number, it shall be directed to the ILEC's intercept service.

[17.11.22.17 NMAC - Rp, 17.11.22.17 NMAC, 2-1-06]

**17.11.22.18 NETWORK CALL COMPLETION REQUIREMENTS FOR OPERATOR ASSISTED CALLS:** A carrier offering operator assistance to the public shall answer eighty-five (85) percent of directory, intercept, toll and local assistance calls within ten (10) seconds. The following are not answers:

A. an acknowledgement that the customer is waiting on the line;

B. a dropped call;

C. directing the call to a company representative or mechanized system incapable of providing assistance to the customer; or

D. directing the call to a system that will only take a message from the customer.

[17.11.22.18 NMAC - Rp, 17.11.22.18 NMAC, 2-1-06]

**17.11.22.19 QUALITY OF SERVICE STANDARDS FOR NON-DESIGNED SERVICES:**

A. **Installation of primary local exchange lines.** An ILEC shall complete at least ninety-six (96) percent of all requests for installation of primary local exchange lines within the time frames established 17.11.22.12 NMAC.

B. **Held orders for primary local exchange lines.** An ILECs annual held order rate for primary local exchange lines shall not exceed 0.035 percent. The annual held order rate shall be the average of the monthly held order rates. The monthly held order rate shall be calculated as the number of an ILEC's held orders for primary local exchange lines as of the last day of the month, excluding orders for which waivers have been granted, expressed as a percentage of the total number of the ILEC's switched access lines in service at the end of that month.

C. **Trouble reports.**

(1) An ILEC's trouble report rate shall not exceed five (5) trouble reports per month per 100 access lines in service per wire center.

(2) An ILEC's repeat trouble report rate shall not exceed 18% of total monthly trouble reports, on a wire center basis.

D. **Out-of-service clearances.**

(1) An ILEC shall clear eighty-five (85) percent of out-of-service trouble reports in each month within twenty-four (24) hours, on a wire center basis.

(2) The monthly average repair interval in a wire center shall not exceed twenty (20) hours.

[17.11.22.19 NMAC - Rp, 17.11.22.19 NMAC, 2-1-06]

**17.11.22.20 TIMELY RESPONSE BY CUSTOMER SERVICE REPRESENTATIVES:**

A. **Standards.** An ILEC's business and repair offices shall answer calls within an average of thirty-five (35) seconds. If a carrier uses an automated response system, the system shall transfer calls to a customer service representative within an average of thirty-five (35) seconds of the customer's selection or

within forty (40) seconds if the customer does not make a selection. An ILEC shall ensure that no more than one (1) percent of calls to its business offices reach a busy signal and that no more than one (1) percent of calls to its repair offices reach a busy signal.

**B. Reports.** An ILEC shall file an exception report within thirty (30) calendar days of the end of any month in which it failed to meet any of the standards set forth in Subsection A of this section. The report shall identify each offending business office and repair office, the percent of calls answered, the percent of calls reaching a busy signal, the reason for failure to meet the respective standard, the remedial action taken by the ILEC, and any known results of that remedial action.

[17.11.22.20 NMAC - Rp, 17.11.22.20 NMAC, 2-1-06]

**17.11.22.21 AGGREGATE CUSTOMER CREDITS:** This section applies only to non-designed services.

**A. Annual compliance reports.**

(1) By February 15 of each year, each ILEC shall submit to the commission a report detailing, on a statewide basis, its compliance in the preceding calendar year with the quality of service standards set forth in this rule. The report shall also list each wire center alphabetically and shall indicate for each wire center which of the standards set forth in subsections C and D of 17.11.22.19 NMAC the ILEC failed to meet and the months in which the ILEC failed to meet the standard.

(2) The report shall include the details of the calculations made pursuant to 17.11.22.22 NMAC to determine the credit obligations the ILEC has incurred for the preceding calendar year, including those that are the subject of a petition for waiver or variance.

**B. Payment of credits.**

(1) An ILEC shall issue a one-time credit on customer bills for an equal amount of the aggregate customer credits incurred in any given year to each customer active in the billing cycle in which the credits are issued.

(2) An ILEC shall issue aggregate customer credits in a billing cycle that begins by May 1 for all quality of service standards that are not the subject of a petition for waiver or variance or for which such a petition has been denied by January 31.

(3) An ILEC shall issue aggregate customer credits for all quality of service standards for which a petition for a waiver or variance has been denied after January 31 in a billing cycle that begins within ninety (90) days of the date the petition was denied.

(4) An ILEC need not issue aggregate customer credits for those quality of service standards for which it has been granted a waiver.

[17.11.22.21 NMAC - Rp, 17.11.22.21 NMAC, 2-1-06]

**17.11.22.22 CALCULATION OF AGGREGATE CUSTOMER CREDITS:** This section applies only to nondesigned services.

**A. Installation of service.** For any calendar year in which an ILEC failed to achieve, on a statewide basis, the ninety-six (96) percent installation standard for primary local exchange lines, the ILEC shall incur the following credit obligations:

(1) for each percentage point from .1 to 3.0 percentage points less than the benchmark: .06 percent of the ILEC's total intrastate revenues for the year;

(2) for each percentage point from 3.1 to 7.0 percentage points less than the benchmark: .10 percent of the ILEC's total intrastate revenues for the year;

(3) for each percentage point from 7.1 to 12.0 percentage points less than the benchmark: .13 percent of the ILEC's total intrastate revenues for the year; and

(4) for each percentage point over 12.0 percentage points less than the benchmark: .16 percent of the ILEC's total intrastate revenues for the year.

**B. Held orders up to 180 days.** For any calendar year in which an ILEC failed to achieve, on a statewide basis, the 0.035% held order standard, the ILEC shall incur the following credit obligations:

(1) for each .001 increment from .001 to .005 percentage points in excess of the benchmark: .06 percent of the ILEC's total intrastate revenues for the year;

(2) for each .001 increment from .006 to .01 percentage points in excess of the benchmark: .1 percent of ILEC's total intrastate revenues for the year;



(3) for each .001 increment from .011 to .015 percentage points in excess of the benchmark: .13 percent of the ILEC's total intrastate revenues for the year; and

(4) for each .001 percentage point increment over .015 percentage points in excess of the benchmark: .16 percent of ILEC's total intrastate revenues for the year.

**C. Held orders in excess of 180 days:** For each month during a calendar year in which an ILEC had, as of the last day of the month, one or more held orders pending for more than 180 days, an ILEC shall incur the following credit obligations:

(1) for each month with 1 to 5 such orders as of the last day of the month: .01 percent of an ILEC's total intrastate revenues for the year;

(2) for each month with 6 to 10 such orders as of the last day of the month: .015 percent of ILEC's total intrastate revenues for the year; and

(3) for each month with 11 or more such orders as of the last day of the month: .02 percent of ILEC's total intrastate revenues for the year.

**D. Trouble reports.** For any calendar year in which an ILEC failed to achieve, on a statewide basis, an average trouble report rate of 5.0 trouble reports per 100 access lines, the ILEC shall incur the following credit obligations:

(1) for an annual average trouble report rate from .1 to 2.0 reports per 100 access lines in excess of the benchmark, .06% of the ILEC's total intrastate revenues for the year;

(2) for an annual average trouble report rate from 2.1 to 4.0 reports per 100 access lines in excess of the benchmark, .1% of the ILEC's total intrastate revenues for the year;

(3) for an annual average trouble report rate from 4.1 to 6.0 reports per 100 access lines in excess of the benchmark, .13% of the ILEC's total intrastate revenues for the year; and

(4) for an annual average trouble report rate more than 6.0 reports per 100 access lines in excess of the benchmark, .16% of the ILEC's total intrastate revenues for the year.

**E. Out-of-service clearances.** For any calendar year in which an ILEC failed to achieve, on a statewide basis, an average out-of-service clearance rate of eighty-five (85) percent in twenty-four (24) hours, the ILEC shall incur the following credit obligations:

(1) for each percentage point from .1 to 3.0 percentage points less than the benchmark, .02% of the ILEC's total intrastate revenues for the year;

(2) for each percentage point from 3.1 to 7.0 percentage points less than the benchmark, .03% of the ILEC's total intrastate revenues for the year;

(3) for each percentage point from 7.1 to 12.0 percentage points less than the benchmark, .04% of the ILEC's total intrastate revenues for the year; and

(4) for each percentage point beyond 12.0 percentage points less than the benchmark, .05% of the ILEC's total intrastate revenues for the year.

**F. Repeat trouble reports.** For any calendar year in which an ILEC failed to achieve, on a statewide basis, an average repeat trouble report rate of eighteen (18) percent, the ILEC shall incur the following credit obligations:

(1) for a repeat trouble report rate from 0.1 to 5.0 percentage points in excess of the benchmark, .06% of total intrastate revenues for the year;

(2) for a repeat trouble report rate from 5.1 to 10.0 percentage points in excess of the benchmark, .1% of total intrastate revenues for the year;

(3) for a repeat trouble report rate from 10.1 to 15.0 percentage points in excess of the benchmark, .13% of total intrastate revenues for the year; and

(4) for a repeat trouble report rate more than 15.0 percentage points in excess of the benchmark, .16% of total intrastate revenues for the year.

**G. Wire center-specific standards.** In addition to the credit obligations based on statewide performance, an ILEC shall incur a credit obligation of \$3.00 per access line in service at a given wire center for each wire center-specific standard set forth in subsections C and D of 17.11.22.19 NMAC the ILEC failed to achieve at that wire center for two consecutive months or any three months in a calendar year.

[17.11.22.22 NMAC - Rp, 17.11.22.22 NMAC, 2-1-06]

## **17.11.22.23 INDIVIDUAL CUSTOMER CREDITS:**

**A. Out-of-service clearances.** A LEC shall automatically make appropriate adjustments to a customer's bill whenever service from the LEC is interrupted and remains out of order for more than eight (8) hours during a continuous twenty-four (24) hour period after the customer reports it or the LEC finds it, whichever occurs first.

(1) The LEC shall provide a credit on the monthly bill for LEC services that is proportional to the duration of the service interruption. Each occurrence of a loss of service for eight (8) hours during a twenty-four (24)-hour time period shall count as one day and every month shall be considered to have thirty (30) days.

(2) The LEC shall not be required to provide an adjustment for loss of service due to:

- (a) the negligence or willful act of the customer;
- (b) a malfunction of facilities other than those under control of the LEC;
- (c) force majeure; or
- (d) the inability of the LEC to gain access to the customer's premises when necessary.

**B. Held orders.** For each customer whose order is held, an ILEC shall:

(1) provide a credit of \$45 for each primary residential line, and a credit of \$135 for each primary business line it fails to install within the time frames set forth in 17.11.22.12 NMAC;

(2) pay the sum of \$300 and three (3) times the installation charge for each primary residential or business line not installed within seven (7) days of the time frames set forth in 17.11.22.12 NMAC;

(3) waive the service charge for the first month of service once service is provided; and,

(4) for each customer whose premises is located where wireless phone service or equivalent service is not available, provide a credit of two (2) times the basic local exchange service rate for every month or partial month the customer's order is held.

[17.11.22.23 NMAC - Rp, 17.11.22.23 NMAC, 2-1-06]

**17.11.22.24 RATEMAKING TREATMENT OF PENALTIES AND CREDITS:** Regardless of the form of regulation, an ILEC shall not recover from customers through its rates the costs it incurs for penalties imposed pursuant to NMSA 1978 Section 63-7-23 or credits provided to customers pursuant to this rule.

[17.11.22.24 NMAC - Rp, 17.11.22.24 NMAC, 2-1-06]

**17.11.22.25 EXEMPTION OR VARIANCE:**

**A. General requirements.**

(1) Any carrier may petition for an exemption or variance from any of the requirements of this rule.

(2) Such petition may include a motion that the commission stay the affected portion of this rule for the transaction specified in the motion.

(3) Petitions for an exemption or a variance and motions for a stay must be supported by an affidavit signed by an officer of the carrier or other person with authority to bind the carrier.

(4) The commission may, at its discretion, require an informal conference or formal evidentiary hearing prior to making its determination.

**B. Waiver of held order standard.**

(1) An ILEC may petition for a waiver of the held order standard in 17.11.22.19 NMAC for circumstances beyond the reasonable control of the ILEC. The petition shall be filed with the commission within thirty (30) calendar days of the installation dates established in 17.11.22.12 NMAC and shall be accompanied by an affidavit executed by a person employed by the ILEC who is knowledgeable concerning the facts surrounding the waiver request. At the same time, the ILEC shall serve a copy of the waiver petition on the affected customers.

(2) The petition shall include:

(a) the names and addresses of all known customers who will be affected by the waiver request and an estimate of the number of unknown customers who might be affected;

(b) a detailed explanation of the relief being sought;

(c) the date when the service orders are expected to be filled; and

(d) a detailed explanation of the circumstances giving rise to the waiver request.

(3) The telecommunications bureau of the commission shall approve or disapprove the petition for waiver of the held order standard within thirty (30) calendar days of its submittal. The order shall not be

counted as a held order and the ILEC shall not be required to pay credits while the petition is pending before the telecommunications bureau.

(4) Neither a waiver or a waiver petition shall relieve the ILEC of its obligations to provide alternative service to the individual customer unless the customer failed to provide the necessary facilities to enable the ILEC to complete the order or otherwise caused the delay.

(5) Where a waiver request is granted, the ILEC need not count any order subject to the waiver as a held order for purposes of this rule.

**C. All other exceptions.** A petition for an exemption or variance from any other requirement of this rule shall:

(1) identify the section of this rule for which the exemption or variance is requested;

(2) describe the situation which necessitates the exemption or variance;

(3) describe the effect of complying with this rule on the carrier and its customers, and on its competitive affiliates and their customers, if the exemption or variance is not granted;

(4) state how the exemption or variance will achieve the purposes of this rule and the New Mexico Telecommunications Act;

(5) state why the proposed alternative is in the public interest and is better than the requirement in the rule; and

(6) state why the exemption or variance would have no anticompetitive effect.

[17.11.22.25 NMAC - Rp, 17.11.22.25 NMAC, 2-1-06]

#### **HISTORY OF 17.11.22 NMAC:**

##### **Pre-NMAC History:**

None.

##### **History of Repealed Material:**

17.11.22 NMAC, Quality of Service Standards (filed 12-14-00) repealed 2-1-06.

##### **NMAC History:**

17.11.22 NMAC, Quality of Service Standards (filed 12-14-00) was replaced by 17.11.22 NMAC, Quality of Service, effective 2-1-06.

**Western New Mexico Telephone Company, Inc.  
Line 610 – Functionality in Emergency Situations**

As required in 47 C.F.R. § 54.313(a)(6) for all high cost recipients, which includes the Company, and as set forth in 47 C.F.R. § 54.202(a)(2), the following provides a detailed description demonstrating that the Company has the ability to remain functional in emergency situations, including a demonstration that 1) it has a reasonable amount of back-up power to ensure functionality without an external power source, 2) is able to reroute traffic around damaged facilities, and 3) is capable of managing traffic spikes resulting from emergency situations.

**OVERALL RESPONSE TO EMERGENCY SITUATIONS:** The Company has a comprehensive disaster recovery plan (also called a “continuity plan”) that was developed and implemented for the Company specifically to deal with emergencies. It has detailed, specific steps that are to be taken for each type of emergency.

**POWER:** In order to function in an emergency, the Company has a combination of batteries and emergency generators. Some locations have permanent emergency generators with fuel tanks; whereas, other locations require a portable generator to be brought to the location to recharge the on-site batteries. The company owns several portable generators that technicians can take out to recharge the batteries. For example, the company’s central offices have automatic stand-by generators to run the entire offices. The digital loop carrier (“DLC”) sites also have battery back-up.

**REROUTING TRAFFIC AND REDUNDANCY:** The Company has established 100% redundant E-911 trunks and SS-7 routes. It is important to understand that E-911 trunks have redundancy, but they do not have diverse routes. The PSAPs/NMDFA did not order diversity, so CenturyLink has all traffic for Catron and Socorro Counties routed out of the Company’s northern route connection point and Grant and Hidalgo Counties’ traffic routed out of the Company’s southern route connection point. The New Mexico E-911 Coordinator is attempting to migrate to SS-7 routing, which is both diverse and redundant, but many of the PSAPs cannot support SS-7 yet. Please note that this is for voice only services and not for data/broadband.

In addition, the network was designed with redundancy, wherever possible, especially in the backbone network; however, there is not 100% diversified facilities. In most cases, where it is not redundant or diverse, the Company has the ability to redirect most backbone traffic. In cases where there is no redundancy or diversity, it is due to the extreme cost of a 100% redundant and diverse network.

Loop plant to the customer location is typically not redundant, especially for residential customers. This is because it would not be cost effective to build totally separate facilities for the “last mile” to the customer.

**MANAGING TRAFFIC SPIKES:** The Company realizes that when a catastrophe happens, everyone immediately tries to contact friends and family to make certain they are all right. The Company has designed the Time-Division Multiplexing (“TDM”) network to have excess capacity on its backbone network. For example, on Mother’s Day, the company handles traffic without the customer receiving the “All Trunks Busy” message which demonstrates the Company’s ability to handle peak traffic spikes on its TDM voice network.

**Western New Mexico Telephone Company, Inc.**  
**Line 920 – Tribal Land Issues**

As required in 47 C.F.R. § 54.313(a)(9), the following provides the detailed description of the efforts by the Company related to discussions with Tribal governments that, at a minimum, included: (i) A needs assessment and deployment planning with a focus on Tribal community anchor institutions; (ii) Feasibility and sustainability planning; (iii) Marketing services in a culturally sensitive manner; (iv) Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes; and (v) Compliance with Tribal business and licensing requirements. Tribal business and licensing requirements include business practice licenses that Tribal and non-Tribal business entities, whether located on or off Tribal lands, must obtain upon application to the relevant Tribal government office or division to conduct any business or trade, or deliver any goods or services to the Tribes, Tribal members, or Tribal lands. These include certificates of public convenience and necessity, Tribal business licenses, master licenses, and other related forms of Tribal government licensure.

**Line 921 – Needs Assessment and Deployment Planning:** The Company's actions to address needs assessment and deployment planning with a focus on tribal community anchor institutions for the tribal land network are as follows: During the past year John Francis continued working directly with the Alamo Navajo School's consultant Advanced Data Services for the school's broadband and voice requirements. This has resulted in a contract for broadband services for the school, which has caused the commencement of engineering planning and coordination from the company's facility to the school. Advanced Data Services has also been chosen as the consultant for the Alamo Navajo Health Care, and John Francis has commenced with initial joint planning for the local health care facility. The Company continues to work with the Alamo Chapter on topics oriented around (i) A needs assessment and deployment planning with a focus on Tribal community anchor institutions; (ii) Feasibility and sustainability planning; (iii) Marketing services in a culturally sensitive manner; (iv) Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes; and (v) Compliance with Tribal business and licensing requirements. Up until his departure from the Company in September 2016, Harley Brewster from the company's engineering department worked closely with Navajo Alamo Chapter council and James Ladd a chapter member and Chapter Council's appointed intermediary to focus on local broadband deployments. Mr. Brewster also worked closely with the United States Department of Interior, Bureau of Indian Affairs (BIA), for permits, which include archeological, environmental and cultural clearances.

The Company's EVP, John Francis, continues to work with the Navajo Nation Telecommunication Regulatory Commission's (NNTRC). During 2014 and through February of 2015 the Executive Director, Brian Tagaban, was the primary point of contact for Navajo tribal initiatives, including new requirements associated with application for Certificate of Convenience and Necessity, and business licensing requirements. In March Mr. Tagaban was replaced by Executive Director Theresa Becenti-Aguilar and there were communications through the designated office associated with the new requirements. On March 3, 2015 the company requested an extension for the required filing and continues to work diligently assembling the required documents for the application(s). Subsequently M. Teresa Hopkins has been appointed as the Executive Director. The commission has now initiated an additional proceeding that addresses Telecommunications Facilities Siting Regulation, John Francis also is working with the Navajo Division of Public Safety and the NNTRC, and the nation is planning and evaluating alternatives to traditional E911 services. The Navajo Nation is currently exploring deployment strategies for NG911 services. The parties met during the Tribal Telecom and Technology Summit during the week of May 04,

2015, and focused on Tribal Lifeline outreach and needs assessments and planning strategies. It was agreed that we would collectively work together to achieve some of the chapter's, and the nation's overarching goals pursuant to tribal land initiatives.

The company also met with staff members of the Navajo Nation Telecommunications and Utilities agency on October 6, 2015. Dave Thomas, Crystal White and John Francis represented the company to jointly discuss services the company has available and what infrastructure improvements were scheduled to complete in 2015 and 2016. During 2016 and 2017 Crystal White and her support team continues to work with the NNTU agency as part of the company regular business. The company's business office continues to work with the agency to assure services are made available to meet the nation's governmental requirements for telecommunications services throughout the Navajo Alamo Chapter.

Other outreach has included the Company's customer service team members. Through interaction among company representative Harley Brewster, until his departure in September 2016 and Navajo Alamo Chapter member James Ladd, along with other Chapter members the Company and chapter members continue to jointly work to provide broadband services. During 2016 these efforts expanded broadband services to approximately twenty (20) tribal members that had pending requests for internet services. The Company has performed its initial engineering analysis for other broadband deployments, which is included within the Company's Five Year Service Quality Improvement Plan. Initial deployments to extend fiber optics to the Navajo Alamo School, the Navajo Alamo Health Clinic, and to the Navajo Alamo Chapter House are completed and up to 1 Gigabit broadband services are now available.

**Line 922 – Feasibility and Sustainability Planning:** The Company's actions to address feasibility and sustainability planning for the tribal land network are as follows: As discussed above, the Company is confident with the commitments and support the Tribal engagement has commenced with tribally supported initiatives associated with facility expansion to provide additional or increased service offerings.

**Line 923 – Marketing Services in a Culturally Sensitive Manner:** The Company's actions to address the marketing of services in a culturally sensitive manner in the tribal land are as follows: As discussed above, the Company believes the framework is established to engage and discuss the Tribes goals and suggestions or ideas for improving the company's marketing efforts and if they would they want to participate in jointly developing marketing materials. Attachment A was provided by the Company as a starting point to begin discussions.

**Line 924 – Compliance with Right of Way Processes:** The Company's actions to comply with the right-of-way processes for the tribal lands are as follows: While the Company has experienced limited success, to engage the Tribe to discuss right-of-way processes for its tribal lands, as stated above the Company engaged and worked closely with BIA to achieve the tribal goals for road infrastructure improvements. The Company consistently complies with Bureau of Indian Affairs (BIA), the Navajo Nation's, and the Alamo Chapter's requirements and has consistently sought approval prior to commencement of any construction and/or maintenance activities. Exhibit B provides current communication references.

**Line 925 – Compliance with Land Use Permitting Requirements:** The Company's actions to comply with the land use permitting requirements for the tribal lands are as follows: As discussed above, the Company tried, with limited success, to engage the Tribe to discuss compliance with the land use permitting requirements for its tribal lands. As identified on Line 924, the Company has complied with Bureau of Indian Affairs (BIA), the Navajo Nation's, and the Alamo Chapter's requirements and has consistently sought approval prior to commencement of any construction and/or maintenance activities.

**Line 926 – Compliance with Facility Siting Rules:** The Company's actions to comply with the facilities siting rules for the tribal lands are as follows: As discussed above, the Company tried, with limited success, to engage the Tribe to discuss and establish requirements and define compliance with the siting rules for its tribal lands. As identified on Line 924, the Company has complied with Bureau of Indian Affairs (BIA), the Navajo Nation's, and the Alamo Chapter's requirements and has consistently sought approval prior to commencement of any construction and/or maintenance activities.

**Line 927 – Compliance with Environmental Review Processes:** The Company's actions to comply with the environmental review processes for the tribal lands are as follows: As discussed above, the Company tried, with limited success, to engage the Tribe to discuss compliance with the environmental review processes for its tribal lands. As identified on Line 924, the Company has complied with Bureau of Indian Affairs (BIA), the Navajo Nation's, and the Alamo Chapter's requirements and has consistently sought approval prior to commencement of any construction and/or maintenance activities.

**Line 928 – Compliance with Cultural Preservation Review Processes:** The Company's actions to comply with the cultural preservation review processes for the tribal lands are as follows: As discussed above, the Company tried, with limited success, to engage the Tribe to discuss compliance with the cultural preservation review processes for its tribal lands. As identified on Line 924, the Company has complied with Bureau of Indian Affairs (BIA), the Navajo Nation's, and the Alamo Chapter's requirements and has consistently sought approval prior to commencement of any construction and/or maintenance activities.

**Line 929 – Compliance with Tribal Business and Licensing Requirements:** The Company's actions to comply with the tribal business and licensing requirements for the tribal lands are as follows: As discussed above, the Company tried, with limited success, to engage the Tribe to discuss if the Tribe believes there are other licenses the Company should acquire to provide telecommunications services on its tribal lands. The New Mexico Public Regulation Commission currently has jurisdictional authority over the Company for its limited Tribal operations. However, the Navajo Nation has commenced with the establishment of the Navajo Nation Telecommunications Regulatory Commission. Attachment C provides the Company's request for extension to the Commission regarding CCN applications and filing requirements.



**File name:** 492268nm920.pdf

Attachments A,B,C

**Western New Mexico Telephone Company, Inc.  
Line 920 – Tribal Land Issues**



314 W. Yankie, Silver City, NM 88061 (575)388-2546 Fax (575)-388-2540

June 12, 2017

Mr. Stanley Herrera  
Chapter President  
Navajo Alamo Chapter  
P.O. Box 827  
Magdalena, NM 87825

RE: Navajo Nation – Alamo Chapter – Telecommunications and Enhanced Services

The Honorable President Herrera:

As you are aware Western New Mexico Telephone Company (d/b/a WNM Communications) is the Rural Local Exchange Carrier (RLEC) that provides voice and broadband services to the Alamo Chapter of the Navajo Nation. Historically the company has focused on providing high quality and affordable voice services to all of the tribal members and businesses in the Alamo Chapter area. Through collective efforts with the Navajo Nation, the Alamo Chapter, and Western several milestones have been accomplished. Some of the highlights are: there are only a few tribal member premises that do not have access to basic local and long distance service including E-911, there are fiber optic facilities connecting the Alamo to Magdalena and Socorro, the Navajo Alamo School, the Alamo Health Clinic, and the Alamo Chapter House are connected with fiber optics and broadband services, and broadband services are available to many of the tribal members and local businesses. Tribal Lifeline and Tribal Link-up programs are available to those tribal members that are eligible for support, and there are currently 119 members that benefit from this program within the Alamo Chapter.

With your support, collectively we have been successful in bringing many services to the Alamo Chapter. However, we know there are additional needs within the community that will require enhanced services including the expansion broadband services to assure that tribal members, schools, health care providers, businesses, and agencies have the tools and services to be successful. Western is desirous to work closely with the Navajo Nation and the Alamo Chapter to develop and promote the availability of telecommunications and broadband services for the benefit of tribal members.

I believe it is more critical than ever before that we work even more closely to identify all of the Chapter's tribal stakeholders' requirements and develop a strategy to ensure successful deployments of new technologies and the delivery of enhanced services to meet the needs of tribal members. Last year I reached out to the Chapter's leadership and the Navajo Nation, to jointly establish a plan for achieving our common goals. This opportunity to meet with the Chapter's new leadership will hopefully become the starting point to achieve your goals.

For your consideration, I have also attached a template that we may consider as the template for identifying the Chapter's requirements, and developing a strategy to proactively address these needs.

We are sincerely looking forward to working with the Alamo Chapter's leadership, its staff, and the Navajo Nation.

Respectfully yours,

A handwritten signature in blue ink, reading "John Francis". The signature is fluid and cursive, with the first name "John" and last name "Francis" clearly distinguishable.

John Francis  
Executive Vice President  
Western New Mexico Telephone Company, Inc.  
Silver City, NM 88061  
Telephone Number: (575)388-2546  
Email Address: jfrancis@wnmt.com

Attachment

## **NAVAJO ALAMO CHAPTER PROPOSED TEMPLATE**

### **Needs Assessment and Deployment Planning**

1. Western has constructed fiber optic facilities from Magdalena to Alamo and to the school, the health clinic, and to the Chapter House, and these facilities have the capability of providing voice and broadband services. At its equipment location at the Alamo, there is the required infrastructure to provide these services to the tribal members.
2. Currently the Company focuses on identified demands based upon requests for services from the Chapter's members. We understand that often tribal members are unaware of available services, which represents one of the priorities we could collectively establish a way to promote the services. There is also a need to identify addresses throughout the Chapter for Tribal Lifeline and other offered services.
3. Western continues to develop a long range plan to provide and to extend enhanced services to other essential Chapter anchor locations, as well as locations where there are "clusters" of tribal members. While we can develop these plans, it is critical that we clearly understand the Chapter's goals and needs to jointly develop the strategies to build and implement the identified services.
4. Timelines to implement any plans will require commitments from the parties to obtain essential rights-of-way and permits. Historically, this process has taken several years, and the Chapter's guidance and assistance can hopefully reduce delays in implementation.
5. Does the Tribe and Chapter support joint efforts to move forward with the development of plans and the deployment of new and expanded services, and will the Tribe jointly present initiatives to other agencies like the Bureau of Indian Affairs (BIA) and the Federal Communications Commission (FCC)?

### **Marketing Services**

1. Today Western markets all of its available services through bill inserts in tribal members and businesses bills and through our technical staff that maintains services at the Alamo.
2. How can we better market both voice, including Tribal Lifeline, and broadband services at the Alamo Chapter?

### **Rights of Way and Other Permitting and Review Processes**

- Rights of Way and permitting review process include; Meeting with Tribal government at both Alamo, and Window Rock. Making required applications with the Tribal government and BIA. Performing required archeological and environmental studies, that sometimes are required prior to engineering design of a project and again prior to final rights of way and permitting approvals. These processes often take years to complete prior to commencement of construction and delivery of requested services.
- How can the Alamo Chapter and Western work collectively together to expedite this process and assure that tribal government, schools, members and businesses have access to services to meet their needs?
- Western currently has a permit for its existing equipment site that requires renewal this year that requires both the Alamo Chapter's and BIA's review.
- Western requests the Alamo Chapter's guidance with this matter.



## Alamo Navajo Chapter

Inez Apachito-Community Service Coordinator  
Vacant-Accountant Maintenance Specialist  
P.O. Box 827  
Magdalena, NM 87825  
(575) 854-2686  
(575) 854-2685- Fax

**Stanley Herrera**  
Chapter President

**Earl Apachito**  
Vice-President

**Yvette Betone**  
Secretary/Treasurer

**Norman M. Begay**  
Council Delegate

**Steve Apachito**  
Land Board Member

June 9, 2015

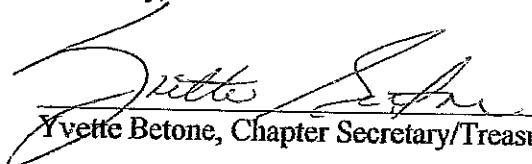
Mr. Harley A. Brewster, Engineer  
Western New Mexico Telephone Company, Inc.  
58 Highway 211  
P.O. Box 150  
Cliff, New Mexico 88028

Dear Mr. Brewster:

We the Alamo Navajo Band Land of Alamo Reservation are granting permission to Western New Mexico Telephone Company and Socorro Electric Cooperative to place a telephone electronic site at the Cherry Town Area to provide broadband service for our community. The location is at Socorro Electric power pole #15959.

If you should have any question or concerns, please do not hesitate to contact us @ the Alamo Chapter 575.854.2686.

Sincerely,

  
Yvette Betone, Chapter Secretary/Treasurer



March 3, 2015

Navajo Nation Telecommunications Regulatory Commission  
PO Box 7440  
Window Rock, AZ 86515

RE: No.NNTRC-11-001 – Application for Certificate of Convenience and Necessity

Dear Madam or Sir:

Enclosed is a request on behalf of Western New Mexico Telephone Company, Inc. ("WNMT") for an extension of the application filing date for the "Application for Certificate of Convenience and Necessity."

WNMT is a very small company that provides service to the Alamo Chapter of the Navajo Nation. Because of our limited resources, we are requesting an extension of time to complete and submit the Application for Certificate of Convenience and Necessity (CCN).

If you have any questions regarding the request or require additional information, please contact me at telephone number 575-388-2546 or email at [jfrancis@wnmt.com](mailto:jfrancis@wnmt.com).

Respectfully,

A handwritten signature in cursive script, which appears to read "John Francis".

John Francis  
Executive Vice President  
Western New Mexico Telephone Company

**BEFORE THE  
NAVAJO NATION TELECOMMUNICATIONS REGULATORY COMMISSION**

<b>In the Matter of</b>	)	
<b>Application for Certificate of Convenience and</b>	)	<b>No.NNTRC-11-001</b>
<b>Necessity (CCN)</b>	)	

**Request for Extension of 60 Day Filing Requirement**

Western New Mexico Telephone Company, Inc. ("WNMT") requests the Commission consider granting an extension of the 60 day filing requirement for the Application for Certificate of Convenience and Necessity set forth in the Commission's order.

WNMT is a small carrier with limited resources that provides service to only the Alamo Chapter of the Navajo Nation. Much of the data specific to the application is not readily available and is requiring a significantly greater timeframe to locate and develop the information.

WNMT continues to aggressively work to comply with the Commission's application requirements, and respectfully requests a 90 day extension of the filing requirements.

Respectfully submitted,



John Francis  
Executive Vice President  
Western New Mexico Telephone Company, Inc.  
P.O. Box 3079  
314 West Yankie  
Silver City, NM 88062  
(575)388-2546

**File name:** 492268nm1200.pdf

**Western New Mexico Telephone Company, Inc.  
Line 1200 – Lifeline Terms and Conditions**



LIFELINE / LINKUP ASSISTANCE APPLICATION  
Certification Form

Office Use Only	
Application ID	
Company Name	Western New Mexico Telephone Company
Company Code	2268
Customer provided following documentation: _____	
Name of HH member enrolled in program: _____	
Initials of reviewer: _____ Date: _____	

**Please verify your eligibility:**

1. Complete Section A Personal Information
2. Complete Section B **OR** Section C (on reverse side)
3. Complete Section D if applicable ((on reverse side)
4. **Initial, sign** and date the form **in Section E on the reverse side**
5. **Attach a copy of your most recent telephone bill and documents to support your eligibility**
6. **Mail the application, bill and documents** to Lifeline Administrator, 30 Lanidex Plaza West, PO Box 685, Parsippany, NJ 07054-0685

A. PERSONAL INFORMATION

The person below **MUST BE** the same person listed on the telephone bill. Please remember to complete Section E on the **reverse** side.

Customer Name \_\_\_\_\_  
Mailing Address \_\_\_\_\_

LL Telephone No. \_\_\_\_\_  
Service Address \_\_\_\_\_

☐ Check if service address is temporary

☐ Check if service address is multi-household

Date of Birth: Month \_\_\_\_\_ Day \_\_\_\_\_ Year \_\_\_\_\_  
(Required)

Last 4 digits of SSN: \_\_\_\_\_ OR Tribal ID No. \_\_\_\_\_  
(Required)

Check if applying for: ☐ Tribal Lifeline

Check if applying for: ☐ Voice Lifeline OR ☐ Broadband Lifeline (if offered by my service provider)

If applying for Broadband, provide your Billing Account Number (BAN): \_\_\_\_\_

*Lifeline is a federal government assistance benefit and willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment, or being barred from the program. Only one Lifeline service is available per household. A household is defined, for the purposes of the Lifeline program, as any individual or group of individuals who live together at the same address as one economic unit. An "economic unit" consists of all adult individuals contributing to and sharing in the income and expenses of a household. A household may include related and unrelated persons. A household is not permitted to receive Lifeline benefits from multiple providers. Violation of the one-per-household limitation constitutes a violation of the FCC's rules and will result in de-enrollment from the program and, potentially, prosecution by the U.S. government. Lifeline is a non-transferable benefit and you may not transfer your benefit to any other person.*

B. PROGRAM-BASED ELIGIBILITY

Check all program(s) in which you, a dependent, or a household member is currently enrolled. You must provide proof of program participation. This could include a copy of your benefit ID card, a copy of an eligibility letter from an authorized agency or prior year's statement of benefits. (Do not send original documents.)

- ☐ Food Stamps/SNAP
- ☐ Medicaid
- ☐ Federal Public Housing Assistance (FPHA)
- ☐ Supplemental Security Income (SSI)  
(Not the same as Social Security Benefits)
- ☐ Veterans Pension and Survivors Benefit Programs

- ☐ I am an individual living on tribal land (any federally recognized Indian Tribe's reservation, Pueblo, or Colony, and Indian allotments)

**If you checked the above box, please also indicate if you participate in any of the following programs:**

- ☐ Tribal Head Start (those meeting the income qualifying standard)
- ☐ Bureau of Indian Affairs (BIA) General Assistance programs
- ☐ Tribally administered Temporary Assistance to Needy Families (TTANF)
- ☐ Food Distribution Program on Indian Reservations (FDPIR)

(Documentation will NOT be returned)

More Information on pg 2

### C. INCOME-BASED ELIGIBILITY

Calculate **TOTAL** household income by reporting the income of all adult persons residing in your home in the appropriate category:

Income Source	Amount	Household Size	Yearly Income
Prior year's State, Federal or Tribal tax return <b>OR</b>		You must	@ 135% of Federal
Social Security; Retirement income		Circle One	Poverty Guidelines
Alimony or Child Support		1	\$16,281
Wages		2	\$21,924
Bureau of Indian Affairs General Assistance		3	\$27,567
Unemployment; Worker's Compensation		4	\$33,210
If you have more than 4 people in your household, write the number and add \$5,643 for each additional person.		_____	<b>**Up to 150% may entitle applicant to a state subsidy**</b>

You must attach proof of income as reported above, examples include:

- Prior year's State, Federal or Tribal tax return **OR**
- **Three months' worth** of your most recent paycheck stub(s) from all employers
- Most recent statement from each type of current income source(s) noted
- Social Security statement of benefits
- Veterans Administration statement of benefits
- Retirement/Pension statement of benefits
- Unemployment/Workmen's Compensation statement of benefits
- Child Support documentation
- Federal or Tribal notice letter of participation in Bureau of Indian Affairs General Assistance **OR**
- Divorce Decree

**(Documentation will NOT be returned)**

### D. LIFELINE DISCOUNT BENEFIT TRANSFER

If you are currently receiving Lifeline from another provider and you wish to transfer your Lifeline discount to Western New Mexico Telephone Company, you **MUST** initial the following statement.

\_\_\_\_ I authorize Western New Mexico Telephone Company to transfer any pre-existing Lifeline discount with a different provider to my Western New Mexico Telephone Company account, subject to all terms and conditions described in this application, understanding that only one Lifeline supported service is available per household. I realize that my pre-existing account may be subject to normal charges and fees until terminated by

### E. SIGNATURE (This section must be filled out completely)

Please read the following statements, initial by each certification, and sign below. [Disclosure Statement: Perjury and false statements are punishable by fine and/or imprisonment under Title 18 of the U.S. Code.]

By signing below, I **certify under penalty of perjury**, to each and every one of the following:

- \_\_\_\_ 1. I meet the income-based or program-based eligibility criteria for receiving Lifeline, provided in 47 C.F.R. Section 54.409. I have provided documentation of eligibility;
- \_\_\_\_ 2. The individual named on the documentation provided demonstrating program-based eligibility, if not me, is part of my household.
- \_\_\_\_ 3. I will notify the carrier within 30 days if, for any reason, I no longer satisfy the criteria for receiving Lifeline including, as relevant, if I no longer meet the income-based or program-based criteria for receiving Lifeline support, I am receiving more than one Lifeline benefit, or another member of my household is receiving a Lifeline benefit;
- \_\_\_\_ 4. **(Only if applicable)** If I am seeking to qualify for Lifeline as an eligible resident of Tribal lands, I live on Tribal lands, as defined in 47 C.F.R. Section 54.400(e);
- \_\_\_\_ 5. If I move to a new address, I will provide that new address to the telephone company within 30 days;
- \_\_\_\_ 6. **(Only if applicable)** If I provided a temporary residential address to the telephone company, I will be required to verify my temporary residential address every 90 days;
- \_\_\_\_ 7. The FCC has ordered the creation of a National Lifeline Accountability Database. Western New Mexico Telephone Company must provide my name, date of birth, telephone number, residential address, the last four digits of my social security number (or Tribal ID), the amount of my discount, the dates of my service with Western New Mexico Telephone Company and the method by which I qualified to the database to ensure proper administration of the Lifeline program. Failure to provide consent will result in being denied Lifeline service pursuant to 47 C.F.R. Section 54.404(b)(9);
- \_\_\_\_ 8. My household will receive only one (1) Lifeline service, and, to the best of my knowledge, my household is not already receiving a Lifeline service;
- \_\_\_\_ 9. I acknowledge that I may be required to re-certify my continued eligibility for Lifeline at any time, and my failure to re-certify as to my continued eligibility will result in de-enrollment and the termination of my Lifeline benefits pursuant to 47 C.F.R. Section 54.405(e)(4);
- \_\_\_\_ 10. I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law; and
- \_\_\_\_ 11. The information contained in the application and certification form is true and correct to the best of my knowledge.
- \_\_\_\_ 12. I acknowledge that information from this certification will be given to USAC and/or its agents for purpose of verifying that my household does not receive more than one benefit and that USAC may require additional information in order to verify my eligibility.

X \_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

# Do You Qualify For Reduced Phone Rates?

Every person in America should have access to quality and affordable telecommunications services. This principle of "Universal Service" has been a goal of the telecommunications industry for decades. Congress enacted the Telecommunications Act of 1934 and reaffirmed these principles in 1996 for the "preservation and advancement of Universal Service."

## **Lifeline**

Effective no later than August 1, 2012, the Federal Communications Commission ("FCC") mandated a reduction in Lifeline support, which reduced the non-tribal federal credits to \$9.25. The New Mexico Public Regulation Commission ("NMPRC") has authorized an additional \$3.50 state credit that allows qualified Lifeline subscribers a total \$12.75 monthly credit towards their local telephone bill.

## **Enhanced Tribal Lifeline**

The FCC also established separate guidelines for Tribal Lifeline assistance, which set a maximum credit limit up to \$25.00, but the customer's bill for local services cannot be less than \$0.00. Currently the monthly charges for local telephone service for customers eligible for Tribal Lifeline assistance is \$0.00.

## **What types of discounts are available?**

**Lifeline** assistance lowers the cost of basic monthly local telephone services, by the allowable discount credits.

**Toll Limitation Service** support allows all Lifeline eligible consumers who wish to avoid incurring long distance charges to have "toll blocking" services at no charge.

**Tribal Link-Up** is also available for eligible customers living on tribal lands. This is a one-time credit up to \$100.00 for the initial installation of local telephone service.

Western New Mexico Telephone Company ("WNMTC") supports and follows the guidelines set forth by the FCC and NMPRC. Individuals are eligible if they participate in one of the following programs:

## **Lifeline**

- Medicaid Program
- Food Stamp Program/SNAP
- Supplemental Security Income (SSI) Program
- Federal Public Housing Assistance Program
- Temporary Assistance for Needy Families (TANF)
- Veterans Pension and Survivors Benefit Programs, or
- Household Income is at or below 135% of the federal poverty guidelines or 150% for New Mexico only Lifeline

### Enhanced Tribal Lifeline (In addition to Lifeline programs)

- Bureau of Indian Affairs General Assistance
- Tribally Administered Temporary Assistance for Needy Families
- Head Start (only those meeting income qualifying standard)
- Food Distribution Program on Indian Reservations.

You may also qualify if your Annual Household Income is at or below 150% of the federal poverty level guidelines (see chart below). (Verification of income is required.)

### 150% of 2017 Federal Poverty Guidelines:

Persons in Household	Annual Household income no higher than:
1	\$16,281
2	\$21,924
3	\$27,567
4	\$33,210

Add \$5,643 for each additional person.

This program is available for existing or new customers and applies to local-basic-service only. Giving false information or failure to notify WNMT when and if you no longer qualify may require you to pay for reduced rates given in error. **For more information, questions, or to obtain an application call: 1-800-535-2330 or [click here](#). Or call the NMPRC at 1-505-827-4592 or visit the [NMPRC Website](#).**

[Apply Now](#)



- Services
- Account
- Support

## UNLIMITED TELEPHONE SERVICE

### Unlimited local calls and affordable long distance.

WNM Communications offers phone service with a more personal touch. Get it all – clear connection, reliability and unlimited local calling – at a low monthly price!

- Unlimited Local Calling**  
With unlimited local calling, you can talk all you want.
- Popular Calling Features**  
Add popular calling features such as Caller ID, Voicemail, Call Forwarding.
- National Calling Plan**  
8¢/minute unlimited long distance calling plan.



### Peace of mind telephone service

With unlimited local calling, Basic Phone service is perfect for anyone looking to keep it local, this plan lets you call locally, go online and send faxes, too. It's your local connection, without unneeded Calling Features.

Add a [long distance plan](#) to give you the flexibility to call anyone at anytime.



- Services
- Account
- Support

Forwarding:

- National Calling Plan**  
8¢/minute unlimited long distance calling plan.



### Peace of mind telephone service

With unlimited local calling, Basic Phone service is perfect for anyone looking to keep it local, this plan lets you call locally, go online and send faxes, too. It's your local connection, without unneeded Calling Features.

Add a [long distance plan](#) to give you the flexibility to call anyone at anytime.

#### Always On

What do you do if you need to make an important call and your mobile phone's battery loses its charge the same time your power goes out in your home? Landline home phones do not require electricity, so calls can be placed or received to family and friends with no delay and with clear reception.

#### When You Need it Most

Having a home phone can be more reliable during and after natural disasters. During times of emergency, cell towers have a limited call capacity. But with a reliable home phone, you know you can dial out and receive calls any day and any time with less of a chance of dropped calls or bad connections.

#### Connect To Your Security System

Many security systems require a landline, because landline monitoring is by far the most reliable method of sending your alarm's signal.

[Call 1-800-535-2330 to sign up now](#)

[Click here to see if you qualify for reduced phone rates?](#)

### Custom Calling Features

Voice Mail

Voice Mail

\$4.95 - Residential | \$8.95 - Business

Caller ID

An electronic voice messaging system that is convenient and dependable. It allows you to receive messages when your line is



- Enter new password, followed by the # key. The password is any series of up to 10 digits you choose. You will be unable to access your mailbox without this password, so be sure to choose one you will remember.
- To verify, Enter your password, followed by the # key.

## Start Talking

Connect with friends and family across the globe with our long distance telephone service.

WNM Communications Long Distance is an affordable way to stay connected to family and friends.



### Unlimited flat rate LD

8¢/minute

This Long Distance Plan provides unlimited anytime long distance for only 8¢ per minute. Call anyone in the country at anytime.\*

[Call 1-800-635-2330 to sign up now](#)

\*Long Distance rates only apply to calls made to a phone number in the lower 48 continental US states. Other areas may have higher rates.

**File name:** 492268nm1010.pdf

**Western New Mexico Telephone Company, Inc.  
Line 1010 – Voice Services Rate Comparability**

As required in 47 C.F.R. § 54.313(a)(10), any recipient of high-cost support shall provide a letter certifying that the pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice services, as specified in the most recent public notice issued by the Wireline Competition Bureau and Wireless Telecommunications Bureau.

The following provides the Company's support for Line 1010 - Description of Voice Service Rate Comparability.

As of January 1, 2017, the Company charges the following fixed voices prices:

Flat Rate Residential Service	\$18.25
State Residential Subscriber Line Charge	0.00
State Universal Service Charge Fee	0.82
Mandatory Extended Area Service	0.00
Residential Federal Subscriber Line Charge	<u>6.50</u>
Total Residential Fixed Voice Charges	<u>\$25.57</u>

Since the total for basic residential fixed voice that the Company charges, as shown above, is above the 2016 rate floor for voice services of \$22.49 and below the reasonable comparability benchmark for voice services of \$49.51, announced by the FCC Wireline Competition Bureau in the Public Notice released on February 14, 2017 (DA 17-167), the Company certifies that the pricing of its basic residential voice services is no more than \$49.51 and the Company hereby certifies that it is in compliance with 47 C.F.R. § 54.313(a)(10).

**File name:** 492268nm1020.pdf

**Western New Mexico Telephone Company, Inc.  
Line 1020 – Broadband Comparability**

In a December 2014 Order (FCC 14-90), paragraphs 119-123, the FCC created Section 54.313(a)(12) which requires recipients of High Cost Program and/or Connect America Fund support that are subject to broadband performance obligations to submit a broadband reasonable comparability rate certification.

The following provides the Company's support for Line 1020 - Description of Broadband Service Rate Comparability.

As of January 1, 2017, the Company charges the following residential broadband price, where available:

Download Speed	10Mbps
Upload Speed	1Mbps
Usage Allowance	Unlimited
TOTAL RESIDENTIAL	\$74.95

Since the total for residential broadband that the Company charges, as shown above, is below the \$77.98 for 10 Mbps x 1 Mbps service with the unlimited usage allowance, which is the reasonable comparability benchmark for broadband service announced by the FCC Wireline Competition Bureau in the Public Notice released on February 14, 2017 (DA 17-167), the Company hereby certifies that it is in compliance with 47 C.F.R. § 54.313(a)(12).



**Western New Mexico Telephone Company, Inc.**  
**Line 3010 – Certification of Public Interest Obligations**

As required in 47 C.F.R. § 54.313(f)(1)(i), any rate-of-return ETC receiving support must certify it has taken reasonable steps to provide upon reasonable request broadband service at actual speeds of at least 10 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas, and that requests for such service were met within a reasonable amount of time.

With this document, the Company hereby certifies that it has taken reasonable steps to provide upon reasonable request broadband service at actual speeds of at least 10 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas, and that requests for such service were met within a reasonable amount of time as required by 47 C.F.R. § 54.313(f)(1)(i).

In locations where 10 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas, cannot be provided currently, a reasonable request financial analysis is performed based on the requirements included in the FCC Orders related to reasonable requests including those shown on the following pages.

If the request meets the qualifications of the reasonable request analysis, broadband service at actual speeds of at least 10 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas, is provided within a reasonable amount of time as required by 47 C.F.R. § 54.313(f)(1)(i).

If the request does not meet the qualifications of the reasonable request analysis, broadband service is analyzed at actual speeds of at least 4 Mbps downstream/1 Mbps upstream and if that analysis meets the qualifications of the reasonable request analysis, broadband service is provided at actual speeds of at least 4 Mbps downstream/1 Mbps upstream as required by the FCC rules and regulations within a reasonable amount of time as required by 47 C.F.R. § 54.313(f)(1)(i).

If the reasonable request analysis does not meet the qualifications for either the 10 Mbps or the 4 Mbps reasonable request analysis, the customer is informed that broadband service cannot be provided at this time at either of those speed levels and provided information on what speed level would be available at their location. The reasonable request analysis is retained and recomputed if significant conditions change, as required by the FCC rules and regulations.

**CERTIFICATION:** The Company certifies that it is in compliance with the FCC Rules and Regulations and all appropriate documents are being filed as required by 47 C.F.R. § 54.313(f)(1)(i). The certification by an officer of the Company is included as part of the overall certification for the Form 481, which includes all attachments and is made by an officer of the Company whose responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients. The overall Form 481 certification is made that to the best of the officer's knowledge, the information reported on the Form 481, including attachments, is accurate.

## Primary FCC Orders Relating to “Reasonable Requests” for Broadband Service

In its 2011 *USF/ICC Transformation Order*<sup>1</sup> the Commission required rate-of-return carriers receiving Universal Service Fund (USF) support to provide their customers with “at least the same initial minimum level of broadband service as those carriers who receive model-based support ....”<sup>2</sup> Recognizing RLECs’ generally small size, however, the Commission determined these carriers “should be provided greater flexibility in edging out their broadband-capable networks in response to consumer demand.” More specifically, the Commission stated that, “[u]pon receipt of a reasonable request for service, carriers must deploy broadband to the requesting customer within a reasonable amount of time.”<sup>3</sup>

In its 2012 *Third Order on Reconsideration*,<sup>4</sup> the Commission clarified that its rules “provide sufficient flexibility to take into account any unique circumstances that may impact the ability of rate-of-return companies to extend broadband to their customers, including backhaul costs.”<sup>5</sup>

Later, in its 2014 *Seventh Order on Reconsideration*, the Commission acknowledged that there remained “some ambiguity” as to what would constitute an unreasonable request for service.<sup>6</sup> It accordingly included a *Declaratory Ruling* to clarify matters.<sup>7</sup>

The *Declaratory Ruling* first suggests that rate-of-return carriers evaluating a request to extend broadband service should consider:

---

<sup>1</sup> See *Connect America Fund; A National Broadband Plan for Our Future; Establishing Just and Reasonable Rates for Local Exchange Carriers; High-Cost Universal Service Support; Developing a Unified Intercarrier Compensation Regime; Federal-State Joint Board on Universal Service; Lifeline and Link-Up; Universal Service Reform – Mobility Fund*; WC Docket Nos. 10-90, 07-135, 05-337, 03-109, CC Docket Nos. 01-92, 96-45, GN Docket No. 09-51, WT Docket No. 10-208, Report and Order and Further Notice of Proposed Rulemaking, 26 FCC Rcd. 17663 (2011) (*USF/ICC Transformation Order*).

<sup>2</sup> *Id.* ¶ 206.

<sup>3</sup> *Id.* ¶ 208.

<sup>4</sup> See *Connect America Fund et al.*, WC Docket No. 10-90, *et. al.*, Third Order on Reconsideration, 27 FCC Rcd. 5622 (2012) (*Third Order on Reconsideration*).

<sup>5</sup> *Id.* ¶ 46.

<sup>6</sup> *Connect America Fund*, WC Docket No. 10-90, *Universal Service Reform – Mobility Fund*, WT Docket No. 10-208, *ETC Annual Reports and Certifications*, WC Docket No. 14-58, *Establishing Just and Reasonable Rates for Local Exchange Carriers*, WC Docket No. 07-135, *Developing an Unified Intercarrier Compensation Regime*, CC Docket No. 01-92, Report and Order, Declaratory Ruling, Order, Memorandum Opinion and Order, Seventh Order on Reconsideration, and Further Notice of Proposed Rulemaking, FCC 29 FCC Rcd. 1175 (2014) ¶ 64 (*Seventh Order on Reconsideration*).

<sup>7</sup> *Id.* ¶ 59.

whether it would be reasonable to make the necessary upgrades in light of anticipated end-user revenues from the retail provision of broadband service and other sources of revenues, including but not limited to federal or state universal service funding projected to be available under current rules. In considering end-user revenues, carriers should take into account the reasonable comparability benchmark for broadband services. If the incremental cost of undertaking the necessary upgrades to a particular location exceed the revenues that could be expected from that upgraded line, a request would not be reasonable.<sup>8</sup>

The Declaratory Ruling then specifically relates determination of unreasonable requests to the \$250/line cap on total high cost support imposed by the 2011 USF/ICC Transformation Order:

[A] request is not reasonable if it would require a carrier to undertake new network upgrades to install new backhaul facilities or to replace existing copper lines to the home with fiber merely for the purpose of newly providing broadband service in study areas where total support already is subject to the \$250 per line monthly cap. Moreover, we declare that a request is not reasonable if it would require a carrier to undertake new network upgrades to newly provide broadband service to requesting customers if that would cause total monthly support that presently is under the \$250 cap to exceed the cap ....<sup>9</sup>

The Commission also made clear a rate-of-return carrier has no obligation to extend broadband-capable infrastructure in any census block that is served by an unsubsidized competitor that meets the Commission's current performance standards.<sup>10</sup>

At the time the *Declaratory Ruling* was issued, the Commission was also considering whether to revise its broadband performance obligations to require higher speeds, such as 10Mbps downstream.<sup>11</sup> The Commission reiterated, however, that if minimum speed requirements were increased, a rate-of-return carrier would only be required to provide the higher speed service if the request was reasonable:

In determining whether a particular upgrade is cost effective, the carrier should consider not only its anticipated end-user revenues from the services to be offered over that network, both voice and retail broadband internet access, but also other sources of support, such as federal and, where available, state universal service funding. Under our proposal to increase the minimum downstream speed threshold, we thus would not expect a rate-of-return carrier immediately to upgrade its entire existing infrastructure to provide 10 Mbps downstream and 1 Mbps upstream (10 Mbps/1 Mbps) to all current customers. Rather, we propose that rate-of-return carriers would take into account any revised speed standards when considering whether and where to upgrade existing plant

---

<sup>8</sup> *Id.* ¶ 65.

<sup>9</sup> *Id.* ¶ 67.

<sup>10</sup> *Id.* ¶ 68.

<sup>11</sup> *Id.* ¶ 138.

in the ordinary course of business and would report on progress toward this goal in preparing annual updates to their five-year service improvement plans.<sup>12</sup>

In a *Report and Order* released December 18, 2014 the Commission adopted several measures to address non-compliance with its CAF deployment obligations.<sup>13</sup> Noting that rate-of-return carriers were required to build out their networks only on “reasonable request,” the Commission determined that non-compliance issues for RLECs should be dealt with on a case-by-case basis.<sup>14</sup> (This differs significantly from the strict milestone-based measures applicable to other eligible telecommunications carriers (ETCs).)

The Commission further clarified that rate-of-return carriers “should report any requests that are deemed unreasonable as unfulfilled requests in their section 54.313 annual reports.”<sup>15</sup> USAC is expected to verify that rate-of-return carriers have sufficient evidence to demonstrate that any unfulfilled requests were in fact unreasonable.<sup>16</sup> To the extent USAC determines that insufficient evidence to support a denial of service, such finds shall be reported as “other matters.”<sup>17</sup>

---

<sup>12</sup> *Id.* ¶ 144.

<sup>13</sup> *Connect America Fund*, WC Docket No. 10-90, *ETC Annual Reports and Certifications*, WC Docket No. 14-58, *Petition of USTelecom for Forbearance Pursuant to 47 U.S.C. § 160(c) from Obsolete ILEC, Regulatory Obligations that Inhibit Deployment of Next-Generation Networks*, WC Docket No. 14-192, Report and Order, FCC 14-190 (rel. Dec. 18, 2014) (*Report and Order*).

<sup>14</sup> *Id.* ¶ 143.

<sup>15</sup> *Id.* ¶ 153.

<sup>16</sup> *Id.*

<sup>17</sup> *Id.*